

#080121

FILED 4/17/2008
DOCUMENT NO. 03031-2008
FPSC - COMMISSION CLERK

Florida House of Representatives

Will Weatherford

Representative, District 61

■ District Office

28963 State Road 54, Ste. A
Wesley Chapel, FL 33544
Phone: (813) 558-5115
Fax: (813) 558-5117
Zephyrhills Line: (813)994-5131
E-mail: will.weatherford@myfloridahouse.gov

□ Capitol Office

418 The Capitol
402 South Monroe Street
Tallahassee, FL 32399-1300
Phone: (850)488-5744

January 18, 2011

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Commissioners:

Please accept this letter as a follow up to my letter to the Commission dated October 20, 2010. I understand that the Commission must fix rates which provide a fair return on the investment of a utility, and allow for recovery of all reasonable operating expense. However, as I have previously indicated with respect to Aqua's current rate case, now is the time to address the unreasonable inclining gallonage rate structure imposed by the Commission in Aqua's last rate case.

On December 9, 2009, Representative Kelli Stargel also wrote a letter to the Commission questioning the Commission's decision to implement this three-tiered inclining gallonage rate structure. I agree with Representative Stargel's assessment that while the Commission's goal of encouraging water conservation is laudable, due to the current economic conditions of the state and nation, now is not the time to use higher pricing to encourage conservation.

The inclining block structure dramatically increases the gallonage charge when more than 10,000 gallons are used in a month and thus unfairly penalizes families that are required to use larger quantities of water. To address this impact on families throughout Florida, I am asking that the Commission consider eliminating the tiered gallonage rate structure at this time.

If this is not acceptable, I would urge the Commission to consider implementing a less stringent structure with a first consumption block that takes into account the discretionary usage patterns of families with three to five household members. My research show, that on average, a typical family of this size would have a nondiscretionary usage of approximately 10,000 gallons per month. I understand this was a consideration that Representative Stargel attempted to convey.

Page 2 of 2
PSC

Again, on behalf of my constituents, I respectfully request that you consider all reasonable measures to minimize the impact of any rate increase, while affording the utility its opportunity to recover its reasonable operating expenses and earn its statutory fair rate of return on the capital it spends to improve the infrastructure here in Florida.

Thank you for your consideration of this request. Please feel free to call upon me for any further information.

Sincerely,

A handwritten signature in black ink, appearing to read 'Will Weatherford', written over a printed name.

Will Weatherford
State Representative

WW/rr

Betty Leland

From: Ringeisen, Robin [Robin.Ringeisen@myfloridahouse.gov]
Sent: Monday, February 28, 2011 9:38 AM
To: Betty Leland
Subject: RE: Aqua Utilities

Thank you for letting me know. Have a wonderful week!
Robin

From: Betty Leland [mailto:BLELAND@psc.state.fl.us]
Sent: Monday, February 28, 2011 9:22 AM
To: Ringeisen, Robin
Subject: RE: Aqua Utilities

Good Morning Ms. Ringeisen:

Just wanted to let you know that the letter came in the mail this morning.

Thanks.

Betty Leland
Executive Secretary to
Chairman Graham

From: Ringeisen, Robin [mailto:Robin.Ringeisen@myfloridahouse.gov]
Sent: Thursday, February 24, 2011 10:57 AM
To: Office Of Commissioner Graham
Subject: Aqua Utilities

Good Morning Chairman Graham:

Attached is a letter from State Representative Will Weatherford that was mailed to the PSC on January 18, 2011, however, I understand it was never received. I have also resent a hard copy to your attention.

Thank you,

Robin Ringeisen
District Assistant to
State Rep. Will Weatherford



Florida House of Representatives

Will Weatherford

Representative, District 61

■ District Office

28963 State Road 54, Ste. A
Wesley Chapel, FL 33544
Phone: (813) 558-5115
Fax: (813) 558-5117
Zephyrhills Line: (813)994-5131
E-mail: will.weatherford@myfloridahouse.gov

□ Capitol Office

418 The Capitol
402 South Monroe Street
Tallahassee, FL 32399-1300
Phone: (850)488-5744

January 18, 2011

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

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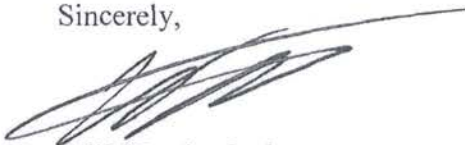
If this is not acceptable, I would urge the Commission to consider implementing a less stringent structure with a first consumption block that takes into account the discretionary usage patterns of families with three to five household members. My research show, that on average, a typical family of this size would have a nondiscretionary usage of approximately 10,000 gallons per month. I understand this was a consideration that Representative Stargel attempted to convey.

Page 2 of 2
Public Service Commission

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Thank you for your consideration of this request. Please feel free to call upon me for any further information.

Sincerely,

A handwritten signature in black ink, appearing to read 'Will Weatherford', written over a horizontal line.

Will Weatherford
State Representative

WW/rr

080121

COMMISSIONERS:
NANCY ARGENZIANO, CHAIRMAN
LISA POLAK EDGAR
NATHAN A. SKOP
DAVID E. KLEMENT
BEN A. "STEVE" STEVENS III

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL
S. CURTIS KISER
GENERAL COUNSEL
(850) 413-6199

Public Service Commission

March 19, 2010

RECEIVED-FPSC
10 MAR 19 PM 1:14
COMMISSION
CLERK

Ms. Kelly Sullivan
570 Osprey Lakes Circle
Chuluota, FL 32766

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 03031-08		
DISTRIBUTION: _____		

Re: Documents left at 3/16/10 Agenda Conference for Docket No. 080121-WS, Aqua Utilities Florida, Inc.

Dear Ms. Sullivan:

Pursuant to your request, enclosed are the documents found in the hearing room after the above-noted Agenda Conference.

If you have any questions or if I can be of any further assistance, please call me at (850) 413-6234.

Sincerely,

Ralph R. Jaeger by Jerry Holdmale
Ralph R. Jaeger
Senior Attorney

RRJ:th

Attachments

cc: Office of Commission Clerk (Nettles) w/o Attachments

COMMISSIONERS:
NANCY ARGENZIANO, CHAIRMAN
LISA POLAK EDGAR
NATHAN A. SKOP
DAVID E. KLEMENT
BEN A. "STEVE" STEVENS III

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL
S. CURTIS KISER
GENERAL COUNSEL
(850) 413-6199

RECEIVED-FPSC
10 MAR -4 AM 11:04
COMMISSION
CLERK

Public Service Commission

March 4, 2010

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 03031-08
DISTRIBUTION: _____

Robert E. Lloyd
Post Office Box 63
Captive, FL 33924

Re: Docket No. 080121-WS - Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc.

Dear Mr. Lloyd:

Enclosed is a copy of the Staff Recommendation filed in this matter on March 4, 2010. The Commission is expected to consider this Recommendation at its March 16, 2010, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

If you wish to attend, please arrive promptly at the beginning of the Agenda Conference, as we cannot state the exact time at which this item will be heard. You are welcome to come to this Agenda Conference and observe and/or participate in the discussion of this item. If you have any questions, please feel free to call me at (850) 413-6234.

Sincerely,

Ralph R. Jaeger
Senior Attorney

RRJ/th

Enclosure

cc: Office of Commission Clerk (w/o attachments)

COMMISSIONERS:
 NANCY ARGENZIANO, CHAIRMAN
 LISA POLAK EDGAR
 NATHAN A. SKOP
 DAVID E. KLEMENT
 BEN A. "STEVE" STEVENS III

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL
 S. CURTIS KISER
 GENERAL COUNSEL
 (850) 413-6199

Public Service Commission

March 4, 2010

RECEIVED-FPSC
 10 MAR - 4 AM 11:04
 COMMISSION
 CLERK

FPSC, CLK - CORRESPONDENCE
 ___ Administrative ___ Parties Consumer
 DOCUMENT NO. 03031-08
 DISTRIBUTION: _____

Kelly Sullivan
 570 Osprey Lakes Circle
 Chuluota, FL 32667-6658

Re: Docket No. 080121-WS - Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc.

Dear Kelly Sullivan:

Enclosed is a copy of the Staff Recommendation filed in this matter on March 4, 2010. The Commission is expected to consider this Recommendation at its March 16, 2010, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

If you wish to attend, please arrive promptly at the beginning of the Agenda Conference, as we cannot state the exact time at which this item will be heard. You are welcome to come to this Agenda Conference and observe and/or participate in the discussion of this item. If you have any questions, please feel free to call me at (850) 413-6234.

Sincerely,

A handwritten signature in cursive script that reads "Ralph R. Jaeger".

Ralph R. Jaeger
 Senior Attorney

RRJ/th

Enclosure

cc: Office of Commission Clerk (w/o attachments)

FPSC CLK - CORRESPONDENCE
 Administrative Pending Consumer
 DOCUMENT NO. 03031-08
 DISTRIBUTION: _____

Ann Cole

From: Ann Cole
Sent: Friday, January 08, 2010 10:55 AM
To: Office of Commissioner Skop
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite
Subject: FW: Aqua Utilities
Attachments: 2010-01-05 Ltr to Argenziano.pdf

Thank you for this information. The attachment has been printed and will be placed in *Correspondence - Parties and Interested Persons*, in Docket No. 080121-WS.

From: Office of Commissioner Skop
Sent: Friday, January 08, 2010 9:39 AM
To: Ann Cole
Cc: Bill McNulty
Subject: FW: Aqua Utilities

Hello Ann,

Please place the e-mail below and the attachment in Docket Correspondence - Consumers and their Representatives, in Docket No. 080121 - WS .

Thank you,
 Cristina

From: Kelly Sullivan [mailto:kelly.sullivan.woods@gmail.com]
Sent: Tuesday, January 05, 2010 6:12 PM
To: Office of Commissioner Argenziano
Cc: Office Of Commissioner Edgar; Office of Commissioner Skop; Office of Commissioner Stevens; Office of Commissioner Klement; dmerkt@seminolecountyfl.gov; Charlie.Crist@eog.myflorida.com; Chris.Ferraro@dep.state.fl.us; Jeff.Prather@dep.state.fl.us; Nathan.Hess@dep.state.fl.us; Richard.Lott@dep.state.fl.us; RJackson@orlandosentinel.com; elizabeth.artz@wftv.com; jaguilar@fwwatch.org; taylor@mail.ucf.edu; custserv@aquaaamerica.com; JMLihvarcik@aquaaamerica.com; chfranklin@aquaaamerica.com; Kim.Dodson@dep.state.fl.us; Karl_Henry@doh.state.fl.us; Sandy.Adams@myfloridahouse.gov; Bill_Vogel@scps.k12.fl.us; mlandrews@cityofoviedo.net; Cecilia.Bradley@myfloridalegal.com; Sylvia_Pond@scps.k12.fl.us; Charles Beck
Subject: Aqua Utilities

Please see attached response to Aqua Utilities' misleading summary of my complaint of August 18, 2009.

Respectfully submitted,

Kelly Sullivan

1/8/2010

570 Osprey Lakes Circle
Chuluota, FL 32766-6658
January 5, 2010

Via email: commissioner.Argenziano@psc.state.fl.us

Commissioner Nancy Argenziano
Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Commissioner Argenziano:

Public Counsel provided me a copy of Aqua Utilities' summary of my complaint which was presented to the PSC. The narration is inaccurate and misleading but unfortunately typical of the Aqua Utilities customer service experience in Chuluota and throughout the State of Florida where Aqua provides water and wastewater service.

The Customer Service email address found on the front of Aqua's monthly statement does not function properly. I consistently get the following response to email sent to custserv@aquaamerica.com:

Delivery to the following recipient failed permanently:

custserv@aquaamerica.com

Technical details of permanent failure:
DNS Error: Domain name not found

Because email is the method of communicating with Aqua that best suits my needs, I was disappointed that this avenue of communication doesn't work. I elected to send a message directly to Mr. Jack Lihvarcik, copying Chris Franklin, and others, in hopes of receiving a prompt resolution to the issues raised.

Indeed, once I made contact with Mr. Lihvarcik, two Aqua representatives arrived at my home within two days to investigate the matters complained of. My sister allowed access to the home. She expressed no opinion of whether the visit "went fine," as she was there only to provide access and greeted the representatives warmly. The "black goo" complained of was described on the phone to Mr. Lihvarcik; indeed, it accumulates around the dispenser area of the washer. Notably, on this point, however, is that I do not use liquid fabric softener and the "goo" results from the water. The "black goo" also accumulates near the chlorine and soap dispenser. I also described to Mr. Lihvarcik the accumulation of "black goo" on the rubber gasket in the interior of the washer tub which is the area of greatest accumulation. The water results in dingy discoloration of whites in the laundry.

Additionally, I brought to Mr. Lihvarcik's attention the accumulation of "black goo" on the Brita water filter attached to my kitchen sink. The Brita filter is designed to remove trihalomethanes which have for years exceeded federal EPA guidelines. The "black goo" would accumulate around the area where

Correspondence to Commissioner Argenziano

January 5, 2010

Page 2

water was dispensed, as well as around the area connected to the faucet, on the OUTSIDE of the filter and clearly visible. I also explained to Mr. Lihvarcik that from time to time, raw sewage backs up in the guest bathroom.

Water samples were taken from the kitchen faucet Friday, August 21, 2009. At the time we discussed the issues, Mr. Lihvarcik told me that I would receive a copy of the test results and follow up. I never heard from Aqua until Mr. Lihvarcik called on or near November 21, 2009. It had been three months since my complaint. Mr. Lihvarcik expressed surprise to reach me so easily mid-day; as the number he called was my "home number" and assumed it was a land-line and also assumed that I would be at work. He related that the water test results came back within limits established by state regulations.

In response, I explained that since the date of my complaint, my husband and I invested in a rather expensive water treatment system by GE. Since the water filter installation, my husband's skin conditions had begun to resolve. I asked whether it was "normal" for water that allegedly met state standards to cause skin problems. Mr. Lihvarcik had no response. As of today's date, my husband's skin conditions have resolved completely. We believe the resolution of the skin problems so soon after installation of the water treatment system is a clear indicator that the water continues to be a threat to the health and welfare of Chuluota residents.

Aqua admits that my complaint was not counted in its August complaint log. How many others were not counted? How many other customers have tried and been unable to submit a complaint via the web?

Chuluota residents, as well as residents all over the state, continue to receive poor quality water at inflated prices from Aqua America. Chuluota residents have spent countless dollars on bottled water contributing to the annual three billion pounds of waste by U.S. citizens. They have spent hard-earned money to install shallow well or lake-pump irrigation systems to lower their monthly bills; an act that the water management district says will eventually destroy the water supply. They have installed expensive water filtration systems for improved product and peace of mind. They have spent countless dollars on medical bills. When will this stop?

I renew again my request to rescind Aqua's authorization to provide water and wastewater services. If their permit is rescinded, Seminole County Commissioners will have to take action. After all, it is the County Commissioners that authorized the building of these residences within the rural boundary without providing for adequate water and wastewater services.

Respectfully submitted,



Kelly Sullivan

Attachments: Email from Beck to Sullivan dated 12/22/09 with Aqua's summary
Exhibit A (evidence of Aug 16, 2009 email failure)
Exhibit B (evidence of Oct 26, 2009 email failure)
Exhibit C (email dated Oct 26, 2009 to Commissioner Carter)
Exhibit D (evidence of email failure Dec 22, 2009)
Exhibit E (Original complaint to Mr. Lihvarcik)



Kelly Sullivan <kelly.sullivan.woods@gmail.com>

FW: AUF_Sullivan Issues.docx

BECK.CHARLES <BECK.CHARLES@leg.state.fl.us>
To: Kelly Sullivan <kelly.sullivan.woods@gmail.com>

Tue, Dec 22, 2009 at 5:15 PM

Kelly, I don't know whether you received this too, so I am forwarding it just in case.

Charlie

From: Rendell, William T. [WTRendell@aquaaamerica.com]
Sent: Tuesday, December 22, 2009 2:51 PM
To: BECK.CHARLES
Cc: bruce.may@hklaw.com; Joyce, Kimberly A.
Subject: FW: AUF_Sullivan Issues.docx

Good afternoon Charlie,

Please see the e-mail below and attachment relating to questions from the staff concerning Ms. Sullivan.

Happy Holidays.

Troy

From: Rendell, William T.
Sent: Tuesday, December 22, 2009 10:28 AM
To: 'Laura King'
Cc: Joyce, Kimberly A.; 'bruce.may@hklaw.com'; Lihvarcik, John M.
Subject: FW: AUF_Sullivan Issues.docx

Good morning Laura,

Per our telephone conversation this morning, attached is a write up concerning a customer in Chuluota. This customer contacted Jack Lihvarcik, President of AUF directly with her concerns. Bart Fletcher would like for it to be included in the Florida Issues Log report for August 2009.

Thanks and have a wonderful Christmas and New Years,

Troy

From: Bart Fletcher [mailto:BFletche@PSC.STATE.FL.US]
Sent: Monday, December 21, 2009 9:39 AM
To: Joyce, Kimberly A.
Cc: Cheryl Bulecza-Banks; Laura King
Subject: FW: AUF_Sullivan Issues.docx

Good morning, Kim. Please add Ms. Sullivan's request to the Florida Issues Log. Thanks, Bart.

From: Joyce, Kimberly A. [mailto:KAJoyce@aquaamerica.com]
Sent: Monday, November 16, 2009 3:19 PM
To: Cheryl Bulecza-Banks
Cc: Rendell, William T.
Subject: AUF_Sullivan Issues.docx

Cheryl,

Attached is a write up which responds to your questions.

I am traveling out of the office, but am checking emails so if you have any follow up questions please let me know.

Thanks,
Kim

 **AUF_Sullivan Issues.docx**
17K

Aqua Utilities Florida, Inc.
Response to Ms. Kelly Sullivan's Concerns

AUF staff promptly responded to Ms. Sullivan's email request sent to Mr. Lihvarcik on August 18, 2009.

Kelly Sullivan sent an e-mail to Jack Lihvarcik, President of AUF on August 18, 2009 at 11:57 am. Ms. Sullivan expressed concerns that she was having difficulty with her email entry on the Aqua website e-mail customer complaint system. Ms. Sullivan also wrote that the water at her residence appeared to have a slight smell, white clothing appeared to be dingy in color, there appears to be problems with sewer system and that toilet water backs up into her tub. Ms. Sullivan also wrote that her bills for June and July, 2009 appeared to be the identical.

Mr. Lihvarcik promptly responded via e-mail to Ms. Sullivan on the same day -- August 18, 2009 and informed Ms. Sullivan that her issue would be investigated. Mr. Lihvarcik proceeded to work with Ms. Sullivan on a date that worked for a site visit.

After an exchange of emails on August 19, 2009, Mr. Lihvarcik and Ms. Sullivan coordinated a site visit for the following Friday. Ms. Sullivan indicated that her sister would be there that Friday and asked for her to be called prior to arriving.

AUF representatives visited Ms. Sullivan's residence and spoke with her sister who was the only person present during the visit. According to our representatives, the site visit went fine and Ms. Sullivan's sister was satisfied with the visit. The Area Coordinator reported the following:

- 1) Ms. Sullivan had complained about "black goo" build up in the washer and water filters. Aqua staff observed a small amount of black substance in the fabric softener dispenser located in the washing machine. \

This receptacle that holds the softener also holds a small amount of water. This allows mold and mineral deposits to accumulate and grow over time. There may be some deposits blocking the outlet side of the dispenser. Aqua personnel also inspected the water filters located on the faucets. Debris typically collects on the inlet side of these filters.

- 2) Dingy white clothing – AUF representatives explained that there is a high level of sulfur in the water. This sulfur could cause a smell and possible dinginess in clothing. This is the subject of the Pilot Project worked on with the coordination of Dr. Taylor and DEP. Once the Pilot Project is complete and operational next summer, this treatment will help remove all sulfur from the water. The Tonka treatment method is scheduled to be operational in July, 2010 and will address the long-standing naturally occurring sulfur issues in this area.

- 3) Sewer system problems – During the visit, Aqua personnel observed no problems with the wastewater system, either inside or outside the residence. No issues with the wastewater system could be detected at the time of the site visit.

Water Samples:

The water samples were taken on August 21st by the Area Coordinator and the Environmental Compliance Supervisor. The samples were taken from Ms. Sullivan's kitchen sink. The AUF representative informed Ms. Sullivan's sister that they would get back to her with results if the tests found any problems. Perhaps there was some confusion in the relaying of this information to Ms. Sullivan. If the AUF representative had indicated otherwise, he would have called back with the specific results, but that was not the understanding at the time.

The samples were analyzed for the following parameters (with the results):

Total Chlorine:	4.10 mg/l
Monochloramine:	3.99 mg/l
Total Dissolved Solids:	210
Free Ammonia:	0.09 mg/l
Total Ammonia:	0.84 mg/l
Nitrite:	0.005 mg/l

These samples were tested at AUF's water treatment facility. All sample results were excellent and within our operating guidelines. These guidelines were established by Dr. Taylor preparing the operating protocol when AUF converted to chloramination. These samples are considered part of distribution system samples operations takes on a daily basis to monitor the system to project when nitrification is developing within the system.

Regarding Ms. Sullivan's alleged complaint about her email filing on Aqua's website, AUF personnel tested the website and found no technical issues.

The Florida Issues Log did not contain Ms. Sullivan's request. This request was sent directly to the President of Aqua Utilities Florida, Inc., but can be added to the log if the Commission staff deem that appropriate.

Regarding Ms. Sullivan's complaint regarding her monthly bill, the following information is provided:

Customer Bills for June and July, 2000

AUF staff reviewed Ms. Sullivan's account. The summary is as follows:

June bill:	Ms. Sullivan used 7,000 gallons during a 30 day billing cycle
July bill:	Ms. Sullivan again used 7,000 gallons during a 32 day billing cycle
Aug bill:	Ms. Sullivan used 7,750 gallons during a 31 day billing cycle. .

Sept bill: Ms. Sullivan used 6,500 gallons during a 31 day billing cycle
Oct bill: Ms. Sullivan used 6,400 gallons during a 30 day billing cycle



Kelly Sullivan <kellyrsullivan@gmail.com>

Exhibit A

Kelly Sullivan <kellyrsullivan@gmail.com>
To: "BECK. CHARLES" <beck.charles@leg.state.fl.us>
Cc: Cecilia Bradley <cecilia.bradley@myfloridalegal.com>

Tue, Dec 22, 2009 at 7:24 PM

Resending to mark subject line as Exhibit A.

----- Forwarded message -----

From: **Kelly Sullivan** <kellyrsullivan@gmail.com>
Date: Tue, Dec 22, 2009 at 7:03 PM
Subject: First response
To: "BECK. CHARLES" <beck.charles@leg.state.fl.us>
Cc: Cecilia Bradley <cecilia.bradley@myfloridalegal.com>

Charlie: This is Exhibit A to the email I will write to you in response to the Aqua America summary. The email address: custserv@aquaaamerica.com is found on the front of our monthly statement. Presumably, it is for customer service inquiries.

Kelly

----- Forwarded message -----

From: **Mail Delivery Subsystem** <mailer-daemon@googlemail.com>
Date: Sun, Aug 16, 2009 at 8:11 AM
Subject: Delivery Status Notification (Failure)
To: kellyrsullivan@gmail.com

This is an automatically generated Delivery Status Notification

Delivery to the following recipient failed permanently:

custserv@aquaaamerica.com

Technical details of permanent failure:
DNS Error: Domain name not found

----- Original message -----

MIME-Version: 1.0
Received: by 10.100.46.12 with SMTP id t12mr2694039ant.159.1250428283004; Sun,
16 Aug 2009 06:11:23 -0700 (PDT)
Date: Sun, 16 Aug 2009 09:11:22 -0400
Message-ID: <2bf5a5a00908160611k17e9021cw3aba4472fb621f94@mail.gmail.com>
Subject: Customer Complaint -- Account 000904444 0646942
From: Kelly Sullivan <kellyrsullivan@gmail.com>
To: custserv@aquaaamerica.com
Cc: Cecilia Bradley <cecilia.bradley@myfloridalegal.com>, beck.charles@leg.state.fl.us
Content-Type: multipart/alternative; boundary=0016e6407e6ea02841047142055f

--0016e6407e6ea02841047142055f
Content-Type: text/plain; charset=ISO-8859-1
Content-Transfer-Encoding: 7bit

Aqua America Customer Service:

Our June and July bills were identical in the amount billed. Our usage for those two months could not have been identical. Clearly, the current invoice was estimated which is inconsistent with the face of the statement which indicates it was not.

----- Message truncated -----



Kelly Sullivan <kellyrsullivan@gmail.com>

Exhibit B

Kelly Sullivan <kellyrsullivan@gmail.com>
To: "BECK, CHARLES" <beck.charles@leg.state.fl.us>
Cc: Cecilia Bradley <cecilia.bradley@myfloridalegal.com>

Tue, Dec 22, 2009 at 7:04 PM

----- Forwarded message -----

From: **Mail Delivery Subsystem** <mailer-daemon@googlemail.com>
Date: Mon, Oct 26, 2009 at 10:19 PM
Subject: Delivery Status Notification (Failure)
To: kellyrsullivan@gmail.com

This is an automatically generated Delivery Status Notification

Delivery to the following recipient failed permanently:

custserv@aquaaamerica.com

Technical details of permanent failure:
DNS Error: Domain name not found

----- Original message -----

MIME-Version: 1.0
Received: by 10.101.181.26 with SMTP id i26mr10017647anp.56.1256613552912;
Mon, 26 Oct 2009 20:19:12 -0700 (PDT)
Date: Mon, 26 Oct 2009 23:19:12 -0400
Message-ID: <2bf5a5a00910262019v7b144257t8dad1f6471b6160a@mail.gmail.com>
Subject: Aqua Utilities
From: Kelly Sullivan <kellyrsullivan@gmail.com>
To: chairman <chairman@psc.state.fl.us>
Cc: eevans5150@aol.com, Kim.Dodson@dep.state.fl.us, Karl_Henry@doh.state.fl.us,
Sandy.Adams@myfloridahouse.gov, Bill_Vogel@scps.k12.fl.us,
mlandrews@cityofoviedo.net, Cecilia.Bradley@myfloridalegal.com,
Sylvia_Pond@scps.k12.fl.us, beck.charles@leg.state.fl.us,
cocommissioner.Argenzlano@psc.state.fl.us, Commissioner.Edgar@psc.state.fl.us,
commissioner.skop@psc.state.fl.us, dmerkt@seminolecountyfl.gov,
Charlie.Crist@eog.myflorida.com, Chris.Ferraro@dep.state.fl.us,
Jeff.Prather@dep.state.fl.us, Nathan.Hess@dep.state.fl.us,
Richard.Lott@dep.state.fl.us, RJackson@orlandosentinel.com,
elizabeth.artz@wftv.com, jaguiar@fwwatch.org, taylor@mail.ucf.edu,
custserv@aquaaamerica.com, "Lihvarcik, John M." <JMLihvarcik@aquaaamerica.com>,
Chris.Franklin@aquaaamerica.com

Content-Type: multipart/mixed; boundary=001636c92a0170fb630476e2248e

--001636c92a0170fb630476e2248e

Content-Type: multipart/alternative; boundary=001636c92a0170fb590476e2248c

--001636c92a0170fb590476e2248c

Content-Type: text/plain; charset=ISO-8859-1

Dear Commissioner Carter:

I contacted Jack Lihvarcik, President, Aqua Utilities, Florida on August 19, 2009 due to the inability to file a complaint via the Aqua Customer Service

----- Message truncated -----



Kelly Sullivan <kellyrsullivan@gmail.com>

Exhibit C

Kelly Sullivan <kellyrsullivan@gmail.com>
 To: "BECK, CHARLES" <beck.charles@leg.state.fl.us>
 Cc: Cecilia Bradley <cecilia.bradley@myfloridalegal.com>

Tue, Dec 22, 2009 at 7:04 PM

----- Forwarded message -----

From: **Kelly Sullivan** <kellyrsullivan@gmail.com>
 Date: Mon, Oct 26, 2009 at 10:19 PM
 Subject: Aqua Utilities
 To: chairman <chairman@psc.state.fl.us>
 Cc: eevans5150@aol.com, Kim.Dodson@dep.state.fl.us, Karl.Henry@doh.state.fl.us, Sandy.Adams@myfloridahouse.gov, Bill.Vogel@scps.k12.fl.us, mlandrews@cityofviedo.net, Cecilia.Bradley@myfloridalegal.com, Sylvia.Pond@scps.k12.fl.us, beck.charles@leg.state.fl.us, commissioner.Argenziano@psc.state.fl.us, Commissioner.Edgar@psc.state.fl.us, commissioner.skop@psc.state.fl.us, dmerkt@seminolecountyfl.gov, Charlie.Crist@eog.myflorida.com, Chris.Ferraro@dep.state.fl.us, Jeff.Prather@dep.state.fl.us, Nathan.Hess@dep.state.fl.us, Richard.Lott@dep.state.fl.us, RJackson@orlandosentinel.com, elizabeth.artz@wftv.com, jagular@fwwatch.org, taylor@mail.ucf.edu, custserv@aquaamerica.com, "Lihvarcik, John M." <JMLihvarcik@aquaamerica.com>, Chris.Franklin@chfranklin@aquaamerica.com

Dear Commissioner Carter:

I contacted Jack Lihvarcik, President, Aqua Utilities, Florida on August 19, 2009 due to the inability to file a complaint via the Aqua Customer Service email address indicated on my monthly statement. Each attempt was met with an error message. In response to my complaint, two gentlemen came to my home August 21st and collected water samples. I have had no response or heard anything further on this matter. Out of frustration about the poor water quality, my husband and I finally spent thousands of dollars to install a water filtration system at our home. Amazingly, my husband's skin problems began to improve immediately. At first we thought this was simply a placebo effect but, as time passes, his skin conditions continue to improve. His improving skin condition is inconsistent with the information received from the Florida DEP in its letter to Nancy Evans, attached.

Please determine whether my complaint was included with any report to the PSC. It has been over two months with no word from the company. I would like to have information as to how many complaints have been reported to the PSC as resolved and information about PSC actions to validate that the complaints were, indeed, resolved.

We received today notice that Aqua filed notice with the PSC on August 29, 2009 of its intent to raise rates under section 367.081, Florida Statute. I would appreciate a copy of this filing, information on whether the PSC has approved the rate increase and, if so, on what basis.

Thank you,
 Kelly Sullivan
 (321) 287-5062

 091016 Ltr to Evans from DEP.pdf
 58K



Kelly Sullivan <kellyrsullivan@gmail.com>

Exhibit D

Kelly Sullivan <kellyrsullivan@gmail.com>

Tue, Dec 22, 2009 at 7:05 PM

To: "BECK, CHARLES" <beck.charles@leg.state.fl.us>

Cc: Cecilia Bradley <cecilia.bradley@myfloridalegal.com>

----- Forwarded message -----

From: **Mail Delivery Subsystem** <mailer-daemon@googlemail.com>

Date: Tue, Dec 22, 2009 at 6:59 PM

Subject: Delivery Status Notification (Failure)

To: kellyrsullivan@gmail.com

Delivery to the following recipient failed permanently:

custserv@aquaaamercia.com

Technical details of permanent failure:

DNS Error: Domain name not found

----- Original message -----

MIME-Version: 1.0

Received: by 10.101.187.18 with SMTP id o18mr4807784anp.8.1261526358564; Tue, 22 Dec 2009 15:59:18 -0800 (PST)

Date: Tue, 22 Dec 2009 18:59:18 -0500

Message-ID: <2bf5a5a00912221559s79e96d24w6e26616c846c9302@mail.gmail.com>

Subject: Test

From: Kelly Sullivan <kellyrsullivan@gmail.com>

To: custserv@aquaaamercia.com

Cc: Kelly Sullivan <kellyrsullivan@gmail.com>

Content-Type: multipart/alternative; boundary=001636ed70977a1e94047b59fe55

This is a test to determine whether this email address receives mail.



Kelly Sullivan <kellyrsullivan@gmail.com>

Exhibit E

Kelly Sullivan <kellyrsullivan@gmail.com>

Tue, Dec 22, 2009 at 7:18 PM

To: "BECK, CHARLES" <beck.charles@leg.state.fl.us>

Cc: Cecilia Bradley <cecilia.bradley@myfloridalegal.com>

----- Forwarded message -----

From: Kelly Sullivan <kellyrsullivan@gmail.com>

Date: Tue, Aug 18, 2009 at 10:56 AM

Subject: Aqua Customer Service Email address is inoperable

To: "Lihvarcik, John M." <JMLihvarcik@aquaamerica.com>

Cc: Chris Franklin <chfranklin@aquaamerica.com>, "Nathan A. Skop" <nathan.a.skop@psc.state.fl.us>, sandy.adams@myfloridahouse.gov, Cecilia Bradley <cecilia.bradley@myfloridalegal.com>, "BECK, CHARLES" <beck.charles@leg.state.fl.us>

Hello Jack:

I have attempted to submit a complaint using the Aqua America customer service email address listed on our bill. It rejects as "Domain Does Not Exist." I tried several times with same result. I've had other customers complain to me about this problem. Is there a technical problem? Has the email address been taken down? Are you no longer accepting customer complaints in the manner most convenient to customers? Please advise.

The complaint I attempted to submit was as follows:

The water quality continues to be a problem for my family. We have black goo build up in our washer and on the water filter we installed on our kitchen tap as well as other locations in our home. I bought new white clothing this summer and it was dingy after only one wash. The smell has come back, albeit not as strong as it was two years ago. It is most noticeable on the damp towel following a shower. We also have intermittent problems with our sewer. Specifically, we get back up from the toilet into our tub.

Additionally, our June and July statements were identical. It strains belief that the bill would be identical unless estimated, yet the statement clearly states "actual" and not "estimated." Please forward this complaint to the appropriate area for handling.

Thank you,
Kelly Sullivan

Dorothy Menasco

080121

From: rlloyd1@aol.com
Sent: Wednesday, September 23, 2009 4:59 PM
To: Dorothy Menasco
Subject: Re: Docket # 080121

Thank you!

FPSC, CLK - CORRESPONDENCE
___Administrative___/Parties___Consumer___
DOCUMENT NO. 03031-08
DISTRIBUTION: _____

-----Original Message-----

From: Dorothy Menasco <DMenasco@PSC.STATE.FL.US>
To: rlloyd1@aol.com
Sent: Wed, Sep 23, 2009 4:53 pm
Subject: FW: Docket # 080121

Mr. Lloyd:

Per your request below, we have added you to the mailing list as an interested person in Docket 080121, with an e-mail address of:

rlloyd1@aol.com.

As an interested person you will receive all notices for hearing, prehearing, proposed agency action orders, final orders, and notices of agenda conferences via e-mail.

If you are interested in receiving more documents than those, for example, procedural orders, you will need to contact staff counsel for instructions on becoming a party of record.

If you have any changes or wish to have your information removed, you should forward those requests to clerk@psc.state.fl.us. That will ensure that the information is handled efficiently and accurately.

Should you have any questions regarding your contact information, you may call our office at 850-413-6770.

*Dorothy Menasco
Chief Deputy Commission Clerk
Florida Public Service Commission
Office of Commission Clerk
850-413-6770*

From: Katie Ely **On Behalf Of** Records Clerk
Sent: Wednesday, September 23, 2009 1:14 PM
To: Dorothy Menasco
Subject: FW: Docket # 080121

Interested Person 080121

Katie Ely
Staff Assistant - Office of Commission Clerk
Florida Public Service Commission
850-413-6304

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject

9/23/2009

to public disclosure.

From: rlloyd1@aol.com [mailto:rlloyd1@aol.com]

Sent: Wednesday, September 23, 2009 1:08 PM

To: Records Clerk

Subject: Docket # 080121

Please add me as an Interested Person on Docket 080121.

Thank you.

(Best contact is via email)

Robert E. Lloyd

PO Box 63 Captiva, FL 33924

rlloyd1@aol.com

Administrative Parties Consumer DOCUMENT NO. 03031-08

DISTRIBUTION: _____

Ann Cole

From: Ann Cole
Sent: Friday, December 05, 2008 8:06 AM
To: William C. Garner
Cc: Roberta Bass; Lorena Holley; Larry Harris; Bill McNulty; Kay Posey; Lois Graham; Kelly McLanahan; Steve Larson
Subject: RE: Docket #080121 Aqua Utilities Rate Increase Hearing Monday, December 8, 2008

Thank you. This information will be placed in *Docket Correspondence-Parties and Interested Persons*, in Docket No. 080121-EI, today.

From: William C. Garner
Sent: Thursday, December 04, 2008 4:38 PM
To: Ann Cole
Cc: Roberta Bass; Lorena Holley; Larry Harris; Bill McNulty
Subject: FW: Docket #080121 Aqua Utilities Rate Increase Hearing Monday, December 8, 2008

Ann,

Please place this correspondence in the above-referenced docket file.

William C. Garner (Bill)

Florida Public Service Commission
Chief Advisor to Chairman Carter
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0855
(850) 413-6046

From: Office of the Chairman
Sent: Thursday, December 04, 2008 4:36 PM
To: 'Kelly Sullivan'; Office of the Chairman
Cc: ChuluotaWater@hotmail.com; sandy.adams@myfloridahouse.gov
Subject: RE: Docket #080121 Aqua Utilities Rate Increase Hearing Monday, December 8, 2008

Dear Ms. Sullivan:

Chairman Carter has authorized me to inform you that customer testimony will be allowed at the beginning of the hearing next week. Because the Commission is at the phase in the case when it must take formal testimony and have the examination of witnesses, it is not possible to have a public testimony phase comparable to that had in the many customer service hearings held throughout the state over the past two years, but limited public testimony will be allowed at the outset of the hearing. It has always been the practice of the Florida Public Service Commission to allow the public to be heard, and this case will be no different. We look forward to seeing you next week. If you have any questions or concerns, please feel free to call me.

William C. Garner (Bill)

Florida Public Service Commission

12/5/2008

Chief Advisor to Chairman Carter
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0855
(850) 413-6046

From: Kelly Sullivan [mailto:kellyrsullivan@gmail.com]
Sent: Wednesday, December 03, 2008 10:06 PM
To: Office of the Chairman
Cc: ChuluotaWater@hotmail.com; sandy.adams@myfloridahouse.gov
Subject: Docket #080121 Aqua Utilities Rate Increase Hearing Monday, December 8, 2008

Dear Commissioner Matthew M. Carter:

I understand a decision was made December 1st at pre-hearing conference that customer testimony would not be allowed at next week's hearing on Aqua Utilities' Request for Rate Increase. Please accept this formal request for the opportunity to testify, despite Staff's decision to the contrary. I have been reviewing the pre-hearing testimony in the case, most of which has occurred since the PSC Customer Service Hearing in Ovideo, and find that Chuluota's unique circumstance is being glossed over. Because of the consolidated rate case, many of the witnesses have not addressed, or have made inconsistent statements with the facts, with respect to Chuluota. I believe the Commission will not hear information necessary to make an informed decision as it pertains to Chuluota without this testimony.

Please advise whether customer testimony will be allowed.

Thank you for your consideration,

Kelly Sullivan
(321) 637-2705 or (321) 287-5062

Administrative Parties Consumer

DOCUMENT NO. 03031-08

DISTRIBUTION: _____

Ann Cole

From: Ann Cole
Sent: Monday, December 01, 2008 4:25 PM
To: Office of Commissioner McMurrian
Cc: Administrative Assistants - Commission Suite; Commissioners Advisors
Subject: RE: Docket No. 080121-WS

Tracking:	Recipient	Read
	Office of Commissioner McMurrian	
	Administrative Assistants - Commission Suite	
	Commissioners Advisors	
	William C. Garner	Read: 12/1/2008 4:25 PM

Thank you for this information, which will be placed in *Docket Correspondence-Parties and Interested Persons*, in Docket No. 080121-WS.

From: Office of Commissioner McMurrian
Sent: Monday, December 01, 2008 3:13 PM
To: Ann Cole
Subject: FW: Docket No. 080121-WS

Ann,

Please place this in the file for DN 080121-WS. Thank you.

From: Bob Ferguson [mailto:bferguso@tampabay.rr.com]
Sent: Monday, December 01, 2008 9:30 AM
To: Office of Commissioner McMurrian
Subject: Docket No. 080121-WS

Ms. McMurrian

Could someone please explain to me why you the PSC would even consider giving Aqua Utilities a 60% rate increase ? Aqua Utilities (before the iterim rate increase) has one of the highest Sewer Base Facility charges in the state of Florida (if not the highest). Who else charges \$48.16 base facility rate ? and they want to increase this ? Aqua America (aka Aqua Utilities) had a profit of over \$22,000,000 last quarter!

FYI= if I lived 2 blocks to the east, I would be on the City of Lakeland's sewer system, they just had a rate increase. Their sewer base facility charge is now \$16.07 per month (this is the out of city limits rate). I understand Aqua has spent several hundred thousand dollars lobbying the PSC to get this rate increase. My question is , who watches out for the little guy ? the working class and the seniors on fixed income ? For the last 2 months my water/sewer bill has exceeded my electric bill. (less than 2,000 gal useage) Please do the right thing on 12/08/08 , and vote NO.

Corporate greed is ruining our great country.

Regards Bob Ferguson (Polk county)

215 Bluebird Ave.

Lakeland, Fl. 33809

12/1/2008

Dorothy Menasco

From: Dorothy Menasco
Sent: Friday, November 14, 2008 4:39 PM
To: Katherine Fleming
Cc: Kimberley Pena; Ann Cole
Subject: RE: Docket No. 080121

FPSC, CLK - CORRESPONDENCE
 ___Administrative___ Parties ___Consumer___
 DOCUMENT NO. 03031-08
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Sorry, I meant to say that neither entity was "listed."

From: Dorothy Menasco
Sent: Friday, November 14, 2008 4:35 PM
To: Katherine Fleming; Ann Cole
Cc: Kimberley Pena
Subject: RE: Docket No. 080121

I just checked it out and neither Aqua Utilities nor their representative, Holland & Knight, were listed. I could see in correspondence that Aqua Utilities was listed at one time. I'm not sure how they would have been deleted. At any rate, I have added them again. Kim, please check behind me and make sure that I entered the appropriate parties and that they had not been removed due to reasons I'm not aware of. Thank you for your help.

From: Katherine Fleming
Sent: Friday, November 14, 2008 3:44 PM
To: Ann Cole
Cc: Dorothy Menasco; Kimberley Pena
Subject: Docket No. 080121

I just noticed that Bruce May, Holland & Knight, is not listed as a party, even though they are representing Aqua. Am I missing something? Should Aqua also be listed as a party?

Please help.

Thank you.

11/14/2008

Office of Commission Clerk Official Filing

Ruth Nettles

From: Ruth Nettles
Sent: Wednesday, September 17, 2008 3:34 PM
To: Ralph Jaeger
Cc: Ann Cole
Subject: RE: FW: Issue Id Meeting (and discussion of possible stipulations) in Aqua, D. No. 080121-WS

Hi Ralph. I will correct all information required. Thank you.

Ruth

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 03031-08
DISTRIBUTION:

-----Original Message-----

From: Ralph Jaeger
Sent: Wednesday, September 17, 2008 1:26 PM
To: Ruth Nettles
Subject: FW: FW: Issue Id Meeting (and discussion of possible stipulations) in Aqua, D. No. 080121-WS

The AG was granted Intervenor/Party status by Order No. PSC-08-0497-PCO-WS, issued on 8/5/08, and should therefore be listed as a party. Also, the Clerk has Ms. Bradley's e-mail address listed under Cecelia, when it should be Cecilia, as shown by Ms. Bradley below. Could you please have whoever should make the changes set out above make the corrections.

-----Original Message-----

From: Cecilia Bradley [mailto:Cecilia.Bradley@myfloridalegal.com]
Sent: Wednesday, September 17, 2008 1:15 PM
To: Ralph Jaeger
Subject: Re: FW: Issue Id Meeting (and discussion of possible stipulations) in Aqua, D. No. 080121-WS

It is "Cecilia", one "e" and two "i"s or "Cecil" with an "ia" on the end

Cecilia Bradley
Senior Assistant Attorney General
General Civil/Tort Litigation
Office of the Attorney General
Tel.: (850) 414-3300
Fax: (850) 488-4872
E-mail:cecilia.bradley@myfloridalegal.com

"Ralph Jaeger" <RJaeger@PSC.STAT E.FL.US> To
09/17/2008 11:05 AM <Cecilia.Bradley@MyFloridaLegal.com> cc
Subject
FW: Issue Id Meeting (and discussion of possible stipulations) in Aqua, D. No. 080121-WS

Office of Commission Clerk Official Filing

FYI -- I've seen your name on some documents as Cecilia and on others as Cecelia -- which is correct -- I tried Cecelia first, and it did not go.

From: Ralph Jaeger
Sent: Wednesday, September 17, 2008 10:49 AM
To: Charles Beck; 'Reilly.Steve@Leg.State.FL.US'; 'KAJoyce@aquaamerica.com'; 'Bruce.May@HKLaw.com'; 'Cecelia.Bradley@MyFloridaLegal.com'; Aqua Florida
Subject: RE: Issue Id Meeting (and discussion of possible stipulations) in Aqua, D. No. 080121-WS

Because of a Prehearing Conference on Monday, Oct. 20, I propose to reset the Issue ID Meeting to Tuesday, Oct. 21, 2008.

From: Ralph Jaeger
Sent: Wednesday, September 17, 2008 10:43 AM
To: Charles Beck; 'Reilly.Steve@Leg.State.FL.US'; 'KAJoyce@aquaamerica.com'; 'Bruce.May@HKLaw.com'; 'Cecelia.Bradley@MyFloridaLegal.com'; Aqua Florida
Subject: Issue Id Meeting (and discussion of possible stipulations) in Aqua, D. No. 080121-WS

Staff has been discussing the timing and need for an issue identification meeting (and also discussion of possible stipulations). Staff believes that such a meeting should occur no earlier than October 20, 2008, so that all intervenor testimony can be filed and the utility have time to review. Also, Prehearing Statements are due on 11/20/08, and so staff believes the meeting should occur no later than November 3, 2008. I propose to revise the Case Assignment and Scheduling Record (CASR) to reflect an Issue ID Meeting on October 20, 2008 (10 a.m.). If you have a problem with that date please advise me asap, otherwise, I will revise the CASR on Friday, September 19, 2008.

Please note that Florida has a broad public records law, and that all correspondence to me via email may be subject to disclosure.

Kimberley Pena

080121

From: Dorothy Menasco
Sent: Friday, July 18, 2008 2:02 PM
To: Kimberley Pena
Cc: Ann Cole; Katherine Fleming
Subject: RE: Docket No. 080148-EI

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO.		03031-08
DISTRIBUTION: _____		

*Dissemination
of document to
parties in
correct docket
Kmf
07/23/08*

Kim,

DN 06108-08 has been moved from Docket 080148 to Docket 080121. Please follow-up on dissemination to parties.

Thank you.

From: Kimberley Pena
Sent: Friday, July 18, 2008 1:29 PM
To: Ann Cole; Dorothy Menasco; Katherine Fleming
Subject: RE: Docket No. 080148-EI

Ann, this was disseminated to the parties in 080148. Once this e-mail is DNed, we will disseminate again in the correct docket.

From: Ann Cole
Sent: Friday, July 18, 2008 1:05 PM
To: Dorothy Menasco; Katherine Fleming
Cc: Kimberley Pena
Subject: RE: Docket No. 080148-EI

Thank you. :)

From: Dorothy Menasco
Sent: Friday, July 18, 2008 11:17 AM
To: Katherine Fleming
Cc: Ann Cole; Kimberley Pena
Subject: RE: Docket No. 080148-EI

Okay, that clarifies it. I thought you meant the document had the correct docket number on it and I entered it in the wrong docket. So, for clarification, the PDF version (the original letter to Commissioner Argenziando's office) referenced the correct Docket No. 080121 (Aqua) and COM/Larson forwarded it to us and referenced incorrect docket 080148. I will move DN 06108-08 to Docket 080121 per this e-mail. Thank you for your help!

Dorothy

From: Katherine Fleming
Sent: Friday, July 18, 2008 11:11 AM
To: Dorothy Menasco
Cc: Ann Cole; Kimberley Pena
Subject: RE: Docket No. 080148-EI

If you scroll beyond the cover memo, you will see that the letter addresses only docket 7/18/2008

080121.

From: Dorothy Menasco
Sent: Friday, July 18, 2008 11:10 AM
To: Katherine Fleming
Cc: Ann Cole; Kimberley Pena
Subject: RE: Docket No. 080148-EI

Hi Katherine,

I'm the one that handles those types of issues. I'm not sure I understand your question though. I went to Docket 080148 and looked at DN 06108-08. It was in Docket 080148 and I don't see anything that mentions Docket 080121... am I misunderstanding your question? :)

Dorothy

From: Katherine Fleming
Sent: Friday, July 18, 2008 11:01 AM
To: Ann Cole
Cc: Dorothy Menasco; Kimberley Pena
Subject: Docket No. 080148-EI

Ann,

I was looking in the docket file for Docket No. 080148-EI, and document no. 06108-08 is referencing Docket No. 080121-WS (Aqua), not the Progress Need docket. Do you need anything from me to correct this?

Please let me know.

Thank you.

7/18/2008

**FLORIDA PUBLIC SERVICE COMMISSION
CASE MANAGEMENT SYSTEM
PARTICIPATING EMAIL ADDRESSES FOR DOCKET 080121**

PARTY NAME	COMPANY CODE	EMAIL ADDRESS	ADDRESS IN MASTER COMMISSION DIRECTORY
Aqua Utilities Florida, Inc.		kajoyce@aquaaamerica.com	No
Kelly Sullivan		kellyrsullivan@gmail.com	No
Lake Suzy Utility, Inc. (Holland)		Bruce.may@hklaw.com	No

Case Management System (CMS) - Docket View

Docket/Document/Order: 080123 Filter: All Open Dockets Key Word: Refresh Document View

Docket 080121-WS Docket # / Count: 107 of 397

DOCKET

General	Title	Progrmods	Staff	Commissioners	Events	Documents	Utilities	Parties	Comments	Notify
080006-V										
080007-E										
080008-C										
080009-E										
080036-T										
080043-T										
080064-V										
080065-T										
080072-C										
080073-T										
080074-T										
080079-S										
080087-T										
080098-V										
080103-V										
080104-S										
080107-T										
080109-T										
080113-V										
080121-V										
080123-T										

Parties or Filter Options

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- * Off

Emails

Emailing Options

Option 1: Emails
 Option 2: Faxes
 Option 3: Envelopes

Begin Printing From 1 of 1

Office of Public Counsel (08)

File Attachments (Right-click an attachment to view the document)

L:\PSC\LIBRARY\FILINGS\08\08108-08\08108-08.PDF

Print
 Cancel
 Attachments
 Document ID / Order ID: 06108-08

Item(s): 4 Order: Name Direction: Ascending

Start | Inbox - Micr... | Case Manag... | Docket 0801... | 3:22 PM

Kimberley Pena

From: Kimberley Pena
Sent: Wednesday, May 07, 2008 1:52 PM
To: 'Sullivan, Kelly (ORL) - Legal'
Subject: RE: Docket 080121-WS

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input checked="" type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. <u>03031-08</u>		
DISTRIBUTION: _____		

Per this email, I will do so. Thank you for bringing this to my attention.

Kimberley M. Peña
 Chief Deputy Commission Clerk
 Office of Commission Clerk
 Florida Public Service Commission
 2540 Shumard Oak Blvd.
 Tallahassee, FL 32399-0850
 (850) 413-6770

From: Sullivan, Kelly (ORL) - Legal [mailto:Kelly.Sullivan@curascript.com]
Sent: Wednesday, May 07, 2008 1:35 PM
To: Kimberley Pena
Subject: RE: Docket 080121-WS

Deleted. Thanks.

Kelly Sullivan | | 407.816.9873

From: Kimberley Pena [mailto:KPen@PSC.STATE.FL.US]
Sent: Wednesday, May 07, 2008 1:34 PM
To: Sullivan, Kelly (ORL) - Legal
Subject: RE: Docket 080121-WS

Ms. Sullivan, would you like the office number to be listed under Phone 2 or completely deleted?

From: Sullivan, Kelly (ORL) - Legal [mailto:Kelly.Sullivan@curascript.com]
Sent: Wednesday, May 07, 2008 10:37 AM
To: Kimberley Pena
Subject: Docket 080121-WS

I am listed as an interested party on the referenced docket. The number listed for FAX is not a fax number, it is my office number.

Kind regards,

Kelly Sullivan | work 407.816.9873 | cell 321.287.5062

***** Confidentiality Notice *****
 This email, its electronic document attachments, and the contents of its website linkages may contain confidential health information. This information is intended solely for use by the individual or entity to whom it is addressed. If you have received this information in error, please notify the sender immediately and arrange for the prompt destruction of the material and any accompanying attachments.

5/7/2008

Kimberley Pena

From: Kimberley Pena
Sent: Thursday, April 17, 2008 9:17 AM
To: 'kellyrsullivan@gmail.com'
Subject: FW: My contact

Ms. Sullivan, per this email, we have added you to the mailing list in docket 080121 as an interested person.

Kimberley M. Peña
Chief Deputy Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
(850) 413-6770

-----Original Message-----

From: Ruth McHargue
Sent: Tuesday, April 15, 2008 3:19 PM
To: Kimberley Pena
Subject: FW: My contact

Please see below request.

-----Original Message-----

From: Consumer Contact
Sent: Tuesday, April 15, 2008 9:07 AM
To: Ruth McHargue
Subject: FW: My contact

To CLK

-----Original Message-----

From: Webmaster
Sent: Tuesday, April 15, 2008 8:55 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, April 14, 2008 10:47 PM
To: Webmaster
Subject: My contact

Contact from a Web user

*Done
04/17/08
KMP*

Ann Cole

FPSC, CLK - CORRESPONDENCE

Administrative Parties Consumer

08121-WS

From: Ann Cole
Sent: Monday, April 12, 2010 10:46 AM
To: Steve Larson
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite
Subject: FW: AUF Customer Service
Attachments: AUF Customer Service Evaluation Survey.doc

DOCUMENT NO. 03031-08

DISTRIBUTION: _____

Thank you for this information. This attachment has been printed and will be placed in *Docket Correspondence - Parties and Interested Persons*, in Docket No. 080121-WS, this morning.

From: Steve Larson
Sent: Monday, April 12, 2010 10:31 AM
To: Ann Cole
Subject: FW: AUF Customer Service

Please place this email and attachment in Correspondence- Parties and Interested Persons (Docket No. 080121-WS). Commissioner Argenziano has not viewed this email or attachment.

From: rlloyd1@aol.com [mailto:rlloyd1@aol.com]
Sent: Monday, April 12, 2010 10:21 AM
To: Steve Larson
Subject: AUF Customer Service

Here is the proposal I made to Staff. I think the "self reporting" of complaints by Aqua is fraught with difficulty and probable inaccuracy. The best way to determine customer service is to *ask the Customers*.
 Bob Lloyd

4/12/2010

Recommendation for AUF Customer Service Evaluation Survey

- Survey a statistically valid sample of *all* AUF customer contacts.
- Survey Forms sent by customers to and results compiled by Florida PSC Staff (or outsourced to an independent contractor, compensated by AUF).
- Results published monthly by the Florida PSC.
- AUF held accountable by PSC.

AUF Customer Service Evaluation Survey

Subject of contact with Aqua:

Billing ____ Connection/disconnection of service ____ Product Quality ____

Other _____

How were you treated when you contacted Aqua?

On a scale of 1 to 10, where 1 is poor service, 5 is satisfactory, and 10 is completely satisfactory service.

Enter your evaluation here: ____

Did Aqua perform as promised, to your satisfaction, as a result of your contact?

Same scale, enter your evaluation here: ____

Comments:

(Optional)

Name _____

Telephone Number _____

Thank you for your assistance. Please mail this survey to the Florida PSC in the enclosed envelope.

****CLK OFFICIAL DOCUMENT...**b>**

Contact Information:

Name: Kelly Sullivan

Company:

Primary Phone: 321-287-5062

Secondary Phone: 407-816-9873

Email: kellyrsullivan@gmail.com

Response requested? Yes

CC Sent? No

Comments:

Please forward this request to the Clerk of the Commission to list me as an Interested Party for Docket 080121.

Kelly Sullivan

570 Osprey Lakes Circle

Chuluota, FL 32766-6658

321-287-5062