

**Ann Cole**

---

**From:** Ann Cole  
**Sent:** Friday, April 25, 2008 11:44 AM  
**To:** Bridget Grimsley  
**Subject:** RE: Aqua Utilities Rate Case

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  Consumer  
DOCUMENT NO. 03300-08  
DISTRIBUTION: \_\_\_\_\_

Thanks Bridget. Unless otherwise instructed, this email will be placed in *Docket Correspondence-Consumers and their Representatives*, in the active Aqua Utilities Docket Nos. 080121-WS and 080167-WS.

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

**From:** Bridget Grimsley  
**Sent:** Friday, April 25, 2008 10:12 AM  
**To:** Ann Cole  
**Subject:** Fw: Aqua Utilities Rate Case

Ann,

Can you place this email in the appropriate dockets? Thank you.

Bridget

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

**From:** Nathan A. Skop  
**To:** Mary Macko  
**Cc:** Bridget Grimsley  
**Sent:** Thu Apr 24 16:07:07 2008  
**Subject:** Fw: Aqua Utilities Rate Case

Please request the clerk to add this message to the correspondence side of the docket for the appropriate Aqua Utilities dockets.

Thanks,  
Nathan

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

**From:** hugus wednesday <dicksonandwednesday@yahoo.com>  
**To:** Nathan A. Skop  
**Sent:** Thu Apr 24 15:47:42 2008  
**Subject:** Aqua Utilities Rate Case

Hi Commisioner Skop,

We met at the Oviedo water hearing at the last attempt at a rate increase and you were kind enough to give me your card. I was the tall blonde. Aqua is at it again. They have filed for an interim rate increase and nothing has changed. Water quality (the smell and the THMs are as bad as they have always been). They have even hired a former PSC employee who worked on the last rate case to help them. My bill is still over \$100 a month without a drop of water being used for irrigation. Please help us from being taken advantage of. I appreciate anything you can do to prevent this injustice.

Best Regards,

Wednesday Hugus  
396 Osprey Lakes Circle

4/25/2008

Chuluota, FL 32766

407.977.5900

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4/25/2008

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**Ann Cole**

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**From:** Ann Cole  
**Sent:** Friday, April 25, 2008 11:42 AM  
**To:** Mary Macko  
**Subject:** RE: Aqua Utilities Rate Case

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  Consumer  
DOCUMENT NO. 03300-08  
DISTRIBUTION: \_\_\_\_\_

Thanks Mary. Unless otherwise instructed, this email will be placed in *Docket Correspondence-Consumers and their Representatives*, in the active Aqua Utilities dockets; Docket Nos. 080121-WS and 080167-WS.

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

**From:** Mary Macko  
**Sent:** Friday, April 25, 2008 8:45 AM  
**To:** Ann Cole  
**Subject:** FW: Aqua Utilities Rate Case

Ann,

Please place the attachment to the appropriate Aqua dockets.

Thanks, Mary

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

**From:** Nathan A. Skop  
**Sent:** Thursday, April 24, 2008 4:07 PM  
**To:** Mary Macko  
**Cc:** Bridget Grimsley  
**Subject:** Fw: Aqua Utilities Rate Case

Please request the clerk to add this message to the correspondence side of the docket for the appropriate Aqua Utilities dockets.

Thanks,  
Nathan

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

**From:** hugus wednesday <dicksonandwednesday@yahoo.com>  
**To:** Nathan A. Skop  
**Sent:** Thu Apr 24 15:47:42 2008  
**Subject:** Aqua Utilities Rate Case

Hi Commisioner Skop,

We met at the Oviedo water hearing at the last attempt at a rate increase and you were kind enough to give me your card. I was the tall blonde. Aqua is at it again. They have filed for an interim rate increase and nothing has changed. Water quality (the smell and the THMs are as bad as they have always been). They have even hired a former PSC employee who worked on the last rate case to help them. My bill is still over \$100 a month without a drop of water being used for irrigation. Please help us from being taken advantage of. I appreciate anything you can do to prevent this injustice.

Best Regards,

Wednesday Hugus

4/25/2008

396 Osprey Lakes Circle  
Chuluota, FL 32766

407.977.5900

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4/25/2008

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# CONSUMER

**Ann Cole**

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**From:** Ann Cole  
**Sent:** Wednesday, April 23, 2008 10:19 AM  
**To:** Bridget Grimsley  
**Subject:** RE: Aqua Utilities & former PSC employee Troy Rendell's Unethical Situation

080167-WS

Thank you for this information. Unless otherwise instructed, this email and its attachment will be placed in *Docket Correspondence-Consumers and their Representatives*, in all active Aqua Utilities dockets; Docket Nos. 080121-WS and 080167-WS.

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**From:** Bridget Grimsley  
**Sent:** Tuesday, April 22, 2008 5:11 PM  
**To:** Ann Cole  
**Subject:** FW: Aqua Utilities & former PSC employee Troy Rendell's Unethical Situation  
**Importance:** High

Ann,

Could you please place this in the appropriate Aqua dockets? Thanks.

Bridget

---

**From:** Nathan A. Skop  
**Sent:** Tuesday, April 22, 2008 4:34 PM  
**To:** Bridget Grimsley  
**Subject:** FW: Aqua Utilities & former PSC employee Troy Rendell's Unethical Situation  
**Importance:** High

Please request the clerk to enter the following e-mail to the correspondence side of the record for the appropriate Aqua Utilites dockets.

Thanks,

Nathan

---

**From:** Ron McKay [mailto:rmckay@vertiquest.com]  
**Sent:** Tuesday, April 22, 2008 2:40 PM  
**To:** REILLY.STEVE; Cecilia Bradley; Adams, Sandy; bdallari@seminolecountyfl.gov; Office of Commissioner Argenziano; Office Of Commissioner Edgar; Office of Commissioner McMurrin; Office of the Chairman; Nathan A. Skop; Charles Beck; Merkt, Diane; Steven Stolting; flaudgen@aud.state.fl.us  
**Cc:** Kelly Sullivan  
**Subject:** Aqua Utilities & former PSC employee Troy Rendell's Unethical Situation

Dear Commissioners, Counsel and Representatives:

On April 21, 2008 I received copy of a letter written by Aqua Utilities of Florida (AUF) attorney Kenneth A. Hoffman that was in response to an email I wrote on April 11, 2008. Attached you will find my original email and Mr. Hoffman's letter for ease of reference.

4/23/2008

DOCUMENT NUMBER DATE

03300 APR 23 8

epsc-COMMISSION CLERK

Obviously, Mr. Hoffman and AUF are attempting to minimize the blatant conflict of interest and the spirit of ethics that is outlined in Title X Chapter 112 Part III of the Florida Statutes. It is clear that the intent of this statute is to prevent government employees from entering into a conflict of interest and to prevent any opportunity for biased actions against parties they are both obligated to protect and regulate. Mr. Rendell was offered employment with Aqua for the sole and intended purpose of helping them "work the system" in an effort to win the next rate case. Anyone can clearly see Aqua's intent in this matter and his date of employment certainly does not excuse nor exclude him from his ethical and public obligations.

I am requesting that the PSC disallow any involvement or content that Mr. Rendell would be contributing on Aqua Utilities behalf and used for any upcoming rate cases brought before the PSC. Mr. Rendell has had 20 years of relations with the PSC staff and he is obviously seen by his former colleagues as someone they can "trust" and "listen to". This "trust" in the eyes of PSC employees can easily be manipulated and misleading for the advantage of Aqua and at to the disadvantage of the public. I don't think the PSC wants to appear as being "biased or unfair" towards the interest of the public. The following is a quote by PSC staff recommendation on February 17, 2006 as related to Docket 041269-TP:

" The Commission Code of Ethics requires that, consistent with their role as public servants of the State of Florida, Commissioners and **Staff of the Commission shall aspire to "provide fair and impartial analyses, recommendations, and decisions regarding all Commission matters."** **The Code of Ethics** also clearly identifies that its purpose is "to communicate to the public that the Commissioners and **Staff of the Florida Public Service Commission are dedicated to the highest standards of professional integrity and conduct and that, individually and collectively, we are fair and honest with all parties in all Commission-related business and professional activities."**

Staff believes that the conduct of Ms. Moss has created a perception of bias and raises reasonable concerns regarding the impartiality of her analyses and recommendations addressing Issues 5 and 16-18. Additionally, her actions raise concern regarding the handling of Issues 13 and 22(b) on which she improperly communicated with a party. Staff believes the perception of bias in this case contravenes the purpose of the Commission Code of Ethics and that the Commission should take aggressive action to ameliorate these concerns. "

How can the public feel confident that decisions being made by the PSC are truly unbiased and impartial should the PSC allow any of Mr. Rendell's work be used in it's decision making process? I am sure that if other "Aqua" communities were aware that this is happening they too would feel just as violated and outraged as I am over this issue.

**"AUF will memorialize its commitment that Mr. Rendell will not appear before the Commission on any matter from AUF's previous rate case (Docket No. 060368-WS) or on any other matter in which Mr. Rendell was engaged prior to his departure from the Commission"**

In the April 9, 2008 Informal Conference meeting, which provided the PSC staff with an overview of Aqua's case, Mr Rendell requested that documents and discovery from the 060368-WS rate case be allowed in the new rate case. Was Mr. Rendell not involved in those previous documents and discoveries? He certainly was! He specifically requested to use information from a prior case which he was personally involved in overseeing and "regulating" and have that same information be made available in the "new" case. That is clearly unethical and should not be allowed. Mr. Hoffman's letter

4/23/2008

DOCUMENT NUMBER-DATE

03300 APR 23 8

FPSC-COMMISSION CLERK

essentially acknowledges that Mr. Rendell would be covered under the ethics prohibition except for the fact that he is exempted due to his hire date. This, at a minimum, create and appearance of impropriety for which the PSC should take aggressive actions to ameliorate.

My prior email to you was in full context of Aqua Utilities and Mr. Rendell's violation of questionable ethics. Mr. Hoffman's statement about AUF's "devotion of resources" and "customer service" has absolutely nothing to do with the context of my complaint. It is their continued campaign of subliminal messages and self-praise that is a subterfuge to convince the PSC that they deserve and are entitled to an exorbitant rate increase. Cheryl Banks suggested at the Informal Conference that AUF should consider asking for less than the statute allows when they request interim rates due to the "rate shock" that customers would experience. Chris Franklin, Aqua's senior vice president for the Southeast Region, make it abundantly clear that AUF would ask for all it is statutorily entitled to. This is just one example of the crack in the facade that Aqua cares about its ratepayers. We should expect no less from a publicly traded company which is whole-heartedly committed to its shareholders.

Aqua's actions by hiring Mr. Rendell were calculated to achieve its goal of raising rates. Their intent of pushing the ethical envelope by hiring Mr. Rendell, was to capitalize on every opportunity to "slip" through the rate process as quickly as possible. They are fully aware of the value and knowledge that Mr. Rendell possesses for having worked as staff to the PSC. Mr. Rendell has insider knowledge as well as relationships with current PSC employees. I am doing my very best to point out the fact that this is a very dangerous formula for biased favoritism and the PSC should disallow his involvement. It is a citizen's responsibility to raise these issues and concerns.

During the last rate case Aqua attempted to make a mockery of the PSC with their defiant and arrogant demeanor. They are once again doing their part to sabotage the credibility and integrity of the PSC by manipulation and unethical tactics. I ask the PSC to see this situation for what it is...wrong and unethical!

**"I would ask that in the future, if Mr. McKay submits any correspondence or writing to the Commission that he provide AUF with a copy of that particular document."**

Mr. Hoffman should be reminded that I am a citizen and a ratepayer of Chuluota. I really don't think I am required to include his legal team every time I wish to file a complaint with the PSC, write an email to the Attorney General or contact the Office of Public Counsel? These are agencies that are in place to protect and serve the interest of the public. I am merely voicing my concerns as they impact me and my community. I believe I have the right to communicate with the PSC on any matter that I believe impacts me as a rate payer. I am not a paid lobbyist nor am I a lawyer. Anything I send to the PSC is a matter of public record anyway and I assume there are processes in place as set forth in Section 350.042, Florida Statutes to ensure that Mr. Hoffman has access to public records. I am confident that Mr. Hoffman can and will eventually gain access to my writings in the same manner that my previous correspondence "just happened" to be forwarded to him.

Mr. Hoffman's letter is a sad attempt at intimidation to prevent me from writing future correspondence and raising obvious but valid objections. I am sure that Aqua would love nothing more than to have the ratepayers of Chuluota be quiet. Attempts at squelching our voice and diminishing our involvement has been on-going effort of Aqua Utilities. They know that every issue we have brought forward is legitimate and accurate. They think if they can eliminate the "interference" then they will stand a better chance of pushing their agenda through faster. The experience of the ratepayers of Chuluota with Aqua has demonstrated that they simply cannot be trusted at any level. This act of unethical behavior is just another example of their tactics and overall arrogant demeanor.

4/23/2008

Regards,

Ron McKay  
Chuluota, Florida  
407-366-6898

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

**Subject:**Unethical Situation

**Date:**Fri, 11 Apr 2008 15:33:58 -0400

**From:**Ron McKay <[rmckay@vertiquest.com](mailto:rmckay@vertiquest.com)>

**Reply-To:**[rmckay@vertiquest.com](mailto:rmckay@vertiquest.com)

**To:**REILLY.STEVE <[REILLY.STEVE@leg.state.fl.us](mailto:REILLY.STEVE@leg.state.fl.us)>, Cecilia Bradley  
<[Cecilia.Bradley@myfloridalegal.com](mailto:Cecilia.Bradley@myfloridalegal.com)>

**CC:**Adams, Sandy <[Sandy.Adams@myfloridahouse.gov](mailto:Sandy.Adams@myfloridahouse.gov)>,  
[Commissioner.Argenziano@psc.state.fl.us](mailto:Commissioner.Argenziano@psc.state.fl.us), [Commissioner.Edgar@psc.state.fl.us](mailto:Commissioner.Edgar@psc.state.fl.us),  
[Chairman@psc.state.fl.us](mailto:Chairman@psc.state.fl.us), [Commissioner.McMurrian@psc.state.fl.us](mailto:Commissioner.McMurrian@psc.state.fl.us),  
[nathan.a.skop@psc.state.fl.us](mailto:nathan.a.skop@psc.state.fl.us)

Steve & Cecilia,

I have been disturbed ever since I learned that former PSC employee Troy Rendell (as well as previous FDEP employees) decided to leave the PSC and go to work for Aqua Utilities. To me it seems very unethical for an individual that once worked in a capacity to help regulate and control a utility to now go and work for them. Troy was personally involved with the refund calculation as well as overseeing other recent aspects of this last rate case. To further my point about where Troy's priorities were while with the PSC, he made several references during the most recent April 9, 2008 Informal Conference meeting that gave the appearance of impropriety. Troy stated, "When we looked at this before," in the context of when he was on staff for PSC. The clear message was that since he knew of confidential behind the scenes discussions by PSC staff, he was reminding former colleagues of their collective agreement. This gentleman is now the face of Aqua and dealing with his former colleagues at the PSC as though he has them cornered on a position because it was discussed while he was part of the PSC staff. What is wrong with this picture? Clearly a lot!!

As a citizen of Florida, how can one feel comfortable that he remained unbiased while entertaining a job offer from Aqua Utilities? It is absolutely unethical and outrageous!! Citizens loose confidence in the one entity they are supposed to trust for protection. Yet PSC employees are allowed to go to work for the utility they regulated and use their special insight and institutional knowledge against their former colleagues and customers. This is a clear conflict of interest. I also share the same sentiment when other regulating agency employees are abandoning their authoritative roles to go work for an entity of which they previously regulated. It is very evident that Aqua wants to advance their already over-inflated rate initiative and continue ignoring their utility service obligations and responsibilities. I personally feel that Aqua Utilities will stop at nothing to gain the advantage of winning the next rate case...even if it means luring knowledgeable PSC/FDEP insiders to help them work the system. I have also learned that Aqua is seeking legislation to gain "safe harbor" from lawsuits against water contamination as if they should no longer be responsible for providing a bad product and incompetent service. Does accountability reside with anyone anymore?

Many citizens have commented about the fact that there seemed to be a few PSC employees that have come across as being too "buddy buddy" with Aqua. This has become blatantly obvious during the most recent series of calls as well as responses to citizens by PSC staff members. It seems as no coincidence that several obvious things have taken place that would help minimize or avoid citizen participation in the "all interested parties" conference calls and other scheduled meetings. Now they have a "buddy" they have known for 20 years working with Aqua. You can't tell me that after 20 years of service with the PSC that Troy will not receive any favoritism from his former colleagues. This is of great concern and we feel it is in need of being promptly addressed and rectified.

4/23/2008



Well, the purpose of my letter is to ask you about the following Florida State Statute that I stumbled upon. It reads as follows:

**350.0605 Former commissioners and employees; representation of clients before commission.--**

(1) Any former commissioner of the Public Service Commission is prohibited from appearing before the commission representing any client or any industry regulated by the Public Service Commission for a period of 2 years following termination of service on the commission.

(2) Any former employee of the commission is prohibited from appearing before the commission representing any client regulated by the Public Service Commission on any matter which was pending at the time of termination and in which such former employee had participated.

(3) For a period of 2 years following termination of service on the commission, a former member may not accept employment by or compensation from a business entity which, directly or indirectly, owns or controls a public utility regulated by the commission, from a public utility regulated by the commission, from a business entity which, directly or indirectly, is an affiliate or subsidiary of a public utility regulated by the commission or is an actual business competitor of a local exchange company or public utility regulated by the commission and is otherwise exempt from regulation by the commission under ss. 364.02(14) and 366.02(1), or from a business entity or trade association that has been a party to a commission proceeding within the 2 years preceding the member's termination of service on the commission. This subsection applies only to members of the Florida Public Service Commission who are appointed or reappointed after May 10, 1993.

Item # 2 - I note the reference to "any matter which was pending at the time of termination." Docket 060368 is still open as of today. Troy was obviously involved in this case when he took employment with Aqua. Further, although there is a new docket number for the upcoming rate demand, clearly the case will involve the same issues as the prior docket. Troy has asked the PSC to allow Aqua to use engineering reports from the prior case since, in his words, "nothing has changed since those reports were completed." As referenced above, Troy admitted that the PSC staff had looked at the consolidation issue before.

Item # 3 - Unless this is being directed towards commissioners only, what I read is that "a former member may not accept employment" for 2 years after termination.

Can you explain whether there is any enforceability of this statute in this situation? To claim a new docket number suddenly turns this into a "new matter" is form over substance. Who's role is it to enforce the statute? There is no doubt that, while still a PSC employee and fulfilling duties with the #060368 case, he had in the back of his mind some type of offer with Aqua. I personally feel that his employment with Aqua creates a serious and unethical disadvantage for the citizens of Florida. What options do we have? Are there any PSC specific rules regarding employees working for utilities they are involved in regulating? It seems that justice has to reside somewhere. Please, please, please help us find it.

Thank you for your attention and I look forward to your reply.

Best Regards,

Ron McKay  
Chuluota, Florida  
407-366-6898

4/23/2008

**RUTLEDGE, ECENIA, PURNELL & HOFFMAN**

PROFESSIONAL ASSOCIATION  
ATTORNEYS AND COUNSELORS AT LAW

STEPHEN A. ECENIA  
RICHARD M. ELLIS  
KENNETH A. HOFFMAN  
JOHN M. LOCKWOOD  
MARTIN P. McDONNELL  
J. STEPHEN MENTON

POST OFFICE BOX 551, 32302-0551  
215 SOUTH MONROE STREET, SUITE 420  
TALLAHASSEE, FLORIDA 32301-1841

TELEPHONE (850) 681-6788  
TELECOPIER (850) 681-6515

R. DAVID PRESCOTT  
HAROLD F. X. PURNELL  
MARSHA E. RULE  
GARY R. RUTLEDGE  
MAGGIE M. SCHULTZ

GOVERNMENTAL CONSULTANTS  
JONATHAN M. COSTELLO  
MARGARET A. MENDUM

April 21, 2008

**HAND DELIVERY**

Honorable Matthew M. Carter, II  
Chairman  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Re: Docket No. 080121-WS; E-mail dated April 11, 2008 from Ron McKay to the Office of Public Counsel, the Attorney General's Office, the Commissioners of the Florida Public Service Commission and Rep. Sandy Adams

Dear Chairman Carter:

Our firm represents Aqua Utilities Florida, Inc. ("AUF"). AUF has filed a request for approval of a test year for the purpose of filing an Application for Rate Relief in the above-referenced docket. I was recently provided a copy of the above-referenced e-mail from Ron McKay, a customer of AUF. In his e-mail, Mr. McKay expresses his displeasure and objection to Troy Rendell's appearance, along with a number of other individuals, on behalf of AUF in a recent pre-rate case meeting convened by the Commission Staff and noticed to all parties. Mr. Rendell is a former employee of the Commission who accepted employment with AUF on January 15, 2008. Mr. McKay's correspondence questions whether Section 350.0605(2), Florida Statutes, precludes Mr. Rendell's participation on behalf of AUF in the above-referenced docket.

Mr. McKay's criticisms of Mr. Rendell's role on behalf of AUF in the instant rate case proceeding have no merit. AUF's representatives, including Mr. Rendell, bring years of experience to the rate case process and are mindful of applicable statutory standards as well as legitimate customer concerns. As evidenced by the commitments made by AUF to customer service and the demonstrated improvements, AUF has been and remains committed to maintaining the highest standards of professionalism and integrity while providing reasonably priced utility services. AUF

Honorable Matthew M. Carter, II  
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has devoted substantial resources to resolve the customer service issues that were raised at the customer service hearings in the last rate case. AUF also has gone above and beyond in efforts to communicate and work with the Commission Staff and the Office of Public Counsel on customer service issues.

It was with these commitments and efforts in mind that AUF posted a position for an experienced and professional regulatory manager in Florida and was fortunate enough to find a resource like Mr. Rendell. As a part of that hiring process, AUF and Mr. Rendell conducted their respective due diligence to insure that there was no violation of any nature in connection with Mr. Rendell's decision to leave the employ of the Commission and join AUF.

Mr. McKay cites the Commission to Section 350.0605(2) which states:

Any former employee of the commission is prohibited from appearing before the commission representing any client regulated by the Public Service Commission on any matter which was pending at the time of termination and in which such former employee had participated.

Needless to say, Mr. Rendell has avoided any appearance on behalf of AUF before the Commission on any matter with which he was involved prior to his departure from the Commission. For the record, AUF will memorialize its commitment that Mr. Rendell will not appear before the Commission on any matter from AUF's previous rate case (Docket No. 060368-WS) or on any other matter in which Mr. Rendell was engaged prior to his departure from the Commission. Mr. McKay incorrectly asserts that AUF's new rate case in the above-referenced docket is the same as the prior rate case dismissed by AUF on which Mr. Rendell worked as a member of the Commission Staff. Mr. McKay's position is incorrect. While it is not unusual at all for rate cases to have similar issues such as rate base, used and useful, and rate structure, each case is a new case (and a new matter as contemplated by the statute) developed and based on a new test year, a new set of minimum filing requirements, and a new set of testimony from participating witnesses. In sum, any work performed by Mr. Rendell on behalf of AUF in the new rate case is not precluded by Section 350.0605(2), Florida Statutes.

I would also point out that Mr. Rendell began his employment with the Commission in November, 1987, and is, therefore, exempt from the post-employment restrictions under Section 112.313, Florida Statutes. Under Section 112.313(9)(a)(6)(c), such post-employment restrictions do not apply to "[a] person who was a defined employee of the ... Public Service Commission who held such employment on December 31, 1994..."

**RUTLEDGE, ECENIA, PURNELL & HOFFMAN**

Honorable Matthew M. Carter, II  
Page 3  
April 21, 2008

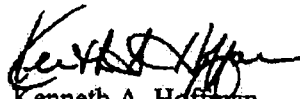
I trust that the above is responsive to the concerns raised in Mr. McKay's letter. I have provided a copy of this letter to Mr. McKay. I would ask that in the future, if Mr. McKay submits any correspondence or writing to the Commission that he provide AUF with a copy of that particular document. Mr. McKay should provide a copy to the following on behalf of AUF:

Kenneth A. Hoffman, Esq.  
ken@reuphlaw.com  
J. Stephen Menton, Esq.  
smenton@reuphlaw.com  
Marsha E. Rule, Esq.  
Marsha@reuphlaw.com  
Rutledge, Ecenia, Purnell & Hoffman, P.A.  
P. O. Box 551  
Tallahassee, Florida 32302

Kimberly A. Joyce, Esq.  
Aqua America, Inc.  
762 West Lancaster Avenue  
Bryn Mawr, PA 19010  
Kajoyce@aquaamerica.com

Thank you for your consideration of this response.

Sincerely,

  
Kenneth A. Hoffman

KAH/rl

cc: Honorable Nancy Argenziano  
Honorable Lisa Polak Edgar  
Honorable Katrina J. McMurrin  
Honorable Nathan A. Skop  
Larry Harris, Esq.  
Ms. Roberta Bass  
Lorena A. Holley, Esq.  
Bridget M. Grimsley, Esq.  
Charles Beck, Esq.  
Stephen C. Reilly, Esq.  
Cecilia Bradley, Esq.  
Kimberly A. Joyce, Esq.  
Ralph Jaeger, Esq.  
Katherine Fleming, Esq.  
Carolyn Klanche, Esq.  
Mr. Ron McKay, via e-mail

aquautilities/2008ratecase/cartertr 041708.wpd