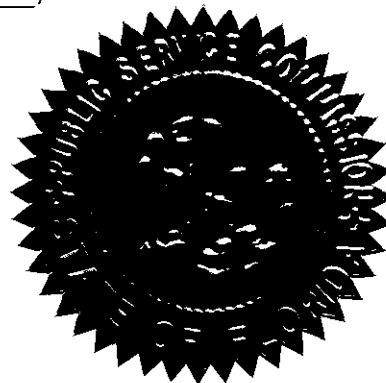


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 080121-WS

In the Matter of:

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.



PROCEEDINGS: LAKELAND SERVICE HEARING

BEFORE: CHAIRMAN MATTHEW M. CARTER, II
COMMISSIONER LISA POLAK EDGAR
COMMISSIONER KATRINA J. McMURRIAN
COMMISSIONER NANCY ARGENZIANO
COMMISSIONER NATHAN A. SKOP

DATE: Tuesday, July 8, 2008

TIME: Commenced at 10:00 a.m.
Concluded at 1:17 p.m.

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

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

DOCUMENT NUMBER-DATE

FLORIDA PUBLIC SERVICE COMMISSION 085414 JUL 28 8

FPSC-COMMISSION CLERK.

1 PARTICIPATING:

2 GIGI ROLLINI, ESQUIRE, Holland & Knight Law Firm,
3 Post Office Drawer 810, Tallahassee, Florida 32302-0810, and
4 CHRIS FRANKLIN, representing Aqua Utilities Florida, Inc.

5 CHARLIE BECK, ESQUIRE, Office of Public Counsel, c/o
6 The Florida Legislature, 111 W Madison St, Room 812,
7 Tallahassee, Florida 32399-1400 representing the Citizens of
8 the State of Florida.

9 CAROLINE KLANCKE, ESQUIRE, FPSC General Counsel's
10 Office, TIM DEVLIN and LYDIA ROBERTS, 2540 Shumard Oak
11 Boulevard, Tallahassee, Florida 32399-0850, representing the
12 Florida Public Service Commission Staff.

13

14

15

16

17

18

19

20

21

22

23

24

25

I N D E X

	PRESENTATIONS BY:	PAGE NO.
1		
2		
3	MR. FRANKLIN	9
4	MR. BECK	18
5		
6		
	WITNESSES	
7	NAME:	PAGE NO.
8	GUS ALEXAKOS	22
9	L. F. HINES	25
10	WILLIAM LIEBKE	34
11	JANICE ELLIS	38
12	ROBERT ELLIS	54
13	JANET MCLAURIN	59
14	MICHAEL FLYNN	66
15	JIM and MARY PIERCE	87
16	CHARLES L. BLEAM	89
17	WILLIAM WEBB	95
18	JAMES HARWELL	98
19	GWEN and CHARLES BASS	102
20	FAREESA COLETTE	104
21	GARY MCKNIGHT	105
22		
23	CERTIFICATE OF REPORTER	120
24		
25		

EXHIBITS

NUMBER:		ID.	ADMTD.
13	(Aqua) Notice and Affidavits	8	116
14	(Liebke) Letters	37	116
15	(Hines) Bills	52	116
16	(McLaurin) CD and Information	63	116
17	(Alexaos) Statement	65	116
18	(Bleam) Information from Polk County Water Department	92	116
19	(Webb) Polk County Resolution	96	116

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

P R O C E E D I N G S

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

CHAIRMAN CARTER: Good morning. Can you all hear me okay?

UNIDENTIFIED SPEAKER: Yes.

CHAIRMAN CARTER: Good. First of all, we would like to welcome each and every one of you that came out to be with us this morning for the service hearing. First of all, I want to just kind of remind you that there are blue forms, Todd, in the back. The blue forms here gives information about the hearing in terms of the service hearings. The other thing is that -- my favorite part of the blue forms are the last page, because on the last page you have an opportunity -- if you think of something that you didn't get a chance to say today that you want to say later on, or if you've got some friends and neighbors that were not here, didn't have an opportunity to be heard, please take these with you. You can make copies of them. There is no copyright or anything like that, and send those in to us, and we would like to have them to be part of our record because we are here today because we want to hear from you.

The second thing I want to mention is that Todd has another form back there which is a white form, and those of you wishing to speak, just complete this form here and sign up so we can have that for our records. We have a court reporter here who is taking down everything. So when you do come up to

1 speak, we will have you come over to the -- I see a lot of
2 friends from last year, so as you come up to speak, if you come
3 up to this podium to my left here near the court reporter. We
4 will be taking care of that in a moment.

5 Those of you who are not familiar with the facilities
6 here, if you have really got to go, it's outside to my right,
7 down the hallway, and to your left. You know what I mean when
8 I say if you've got to go.

9 Let's do this, first of all, let's just take a moment
10 to introduce this panel here, my colleagues. First, on my
11 extreme right, Commissioner Nancy Argenziano.

12 **COMMISSIONER ARGENZIANO:** Good morning.

13 **CHAIRMAN CARTER:** Also, on my immediate right,
14 Commissioner Lisa Edgar. To my extreme left, Commission Nathan
15 Skop.

16 **COMMISSIONER SKOP:** Good morning.

17 **CHAIRMAN CARTER:** And to my immediate left,
18 Commissioner Katrina McMurrian. And I'm Matthew Carter,
19 Chairman of the Public Service Commission. And with that, we
20 will call this hearing to order.

21 Staff, would you please read the notice.

22 **MS. KLANCKE:** By notice, this time and place has been
23 set for a customer service hearing in Docket Number 080121-WS,
24 application for increase in water and wastewater rates in
25 Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange,

1 Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and
2 Washington Counties by Aqua Utilities Florida, Inc.

3 CHAIRMAN CARTER: Okay. Now, let's take appearances.

4 MS. ROLLINI: Thank you, Mr. Chairman.

5 I'm Gigi Rollini with the law firm of Holland and
6 Knight. I'm appearing today on behalf of Aqua Utilities
7 Florida.

8 UNIDENTIFIED SPEAKER: Can't hear the lady.

9 CHAIRMAN CARTER: They can't hear you.

10 MS. ROLLINI: Can you hear me better now?

11 UNIDENTIFIED SPEAKER: No.

12 CHAIRMAN CARTER: Let's do this. Tim, would you
13 check and see if there is a button down there.

14 MS. ROLLINI: Can you hear me now?

15 UNIDENTIFIED SPEAKER: No, ma'am.

16 UNIDENTIFIED SPEAKER: It's not working.

17 CHAIRMAN CARTER: Okay. Here's Plan B. Would you
18 walk over to the podium, please. Walk over to the podium and
19 make your appearance so that we have it for the record, and so
20 we can hear you.

21 MS. ROLLINI: Good morning. How is that, better?

22 Excellent. Thank you.

23 I'm Gigi Rollini. I'm with the law firm of Holland
24 and Knight. I'm appearing today on behalf of Aqua Utilities
25 Florida, Inc. My address is P.O. Drawer 810, Tallahassee,

1 Florida 32302. With me today is Mr. Chris Franklin, Southern
2 Regional President. And at the appropriate time, we're
3 prepared to make a very brief opening statement today. I would
4 also submit that notice of this hearing was properly published
5 in papers of general circulation, and we are waiting on the
6 affidavit. We request permission to file those affidavits late
7 once received. And if we could designate Exhibit 13 as a place
8 holder for a composite exhibit for the notices from yesterday's
9 hearing and today that would be wonderful.

10 **CHAIRMAN CARTER:** Show it done without objection.

11 **MS. ROLLINI:** Thank you so much.

12 (Exhibit Number 13 marked for identification.)

13 **CHAIRMAN CARTER:** Mr. Beck.

14 **MR. BECK:** Good morning, everyone. My name is
15 Charlie Beck. I'm with the Office of Public Counsel, and with
16 me here today is Tricia Merchant, who is a CPA in our office,
17 who is working on the case, as well.

18 **CHAIRMAN CARTER:** Thank you to those making
19 appearances.

20 Staff.

21 **MS. KLANCKE:** Staff is represented here today by
22 myself, Caroline Klancke. I'm a counsel with the Commission
23 staff. Also here today is Tim Devlin, Lydia Roberts, and Todd
24 Brown.

25 **CHAIRMAN CARTER:** Todd is the cool gentleman in the

1 back with the outstanding blazer on. He's there to help you.
2 If you have any questions or information, Todd is there for
3 you, not only with the forms I mentioned before, the blue form
4 and the white form, but he also has some basic information from
5 the Public Service Commission for you.

6 Commissioners, before we get going here, let's do
7 this: Let's have staff do a presentation for the public to
8 give them a general overview of why we are here, and then we
9 will go into the opening statements of the parties.

10 Mr. Devlin, you are recognized.

11 (Off the record.)

12 **CHAIRMAN CARTER:** Thank you. We are back on the
13 record. Now at this point in time we will hear the opening
14 statements from the parties.

15 You're recognized.

16 **MR. FRANKLIN:** Thank you, Mr. Chairman,
17 Commissioners. And thank you. I appreciate your kind
18 attention just for a few moments while I give some opening
19 remarks that I think you may find useful and that, hopefully,
20 answer some questions that may be on your mind even before you
21 get up to give your remarks. I have met with a lot of
22 customers over the last year or so, and have gathered a lot of
23 intelligence over that year. And I think I have a pretty good
24 idea of what is on many customers' minds.

25 I do want to just mention three housekeeping items

1 that I think are important for you to know. The first one is
2 we have two customer service representatives live on our
3 customer information system right outside these doors to the
4 right. If you have a particular billing issue or service
5 question that we could resolve even today, I would be happy
6 to -- we would be happy to handle that for you here personally.
7 We have company executives right here in the front row who
8 would also be happy to answer your questions.

9 Some customers have also asked us about our emergency
10 preparedness in other hearings. We have brought copies of our
11 emergency plans, hurricane plans, if you will. And they are
12 also out there for your perusal should you desire to look
13 through those.

14 And, finally, the last item, we have a display out
15 there. Everyone in this area if you haven't already received a
16 new meter and a new radio frequency device will be receiving
17 one before September 30th, and so we brought a demonstration of
18 that meter and that radio frequency device out there for your
19 review. And we have company experts there that can walk you
20 through a brief demonstration of how that meter works and what
21 to look for in case you think you have a problem.

22 I also want to let you know that Aqua is over
23 120 years old. We have been a water utility that entire time
24 largely in Pennsylvania, that is where our roots are, that is
25 where the company is still headquartered, and pride ourselves

1 on providing top service across the company and look forward to
2 continuing to serve customers here in Florida.

3 We entered Florida in 2003 and 2004 with the purchase
4 of two different companies, one Aqua Source and one a portion
5 of the old Florida Water. We purchased both of those companies
6 from electric utilities that were exiting the business. And
7 we, therefore, were able to get a pretty good price that we
8 paid for those two systems. In fact, we didn't pay a premium.
9 We paid what we call rate base or the value of the system. We
10 did not pay a premium for either of those two systems when we
11 purchased them in 2003 and 2004.

12 Now, I will say that despite the fact that we did not
13 pay a premium for the systems, both systems were
14 undercapitalized and were, therefore, in some serious disrepair
15 in many areas. So we had to right away decide where we were
16 going to put our capital dollars to make improvements. And, of
17 course, we focused primarily and immediately on environmental
18 compliance and water quality standards.

19 It was only then that we could shift our attention to
20 operational needs, like upgrading meters. And I will tell you
21 that we spent considerable capital, more than \$30 million now
22 in the state of Florida just in the last four or five years,
23 and we continue to spend. We are going to spend another
24 \$6 million in capital improvements this year. And despite all
25 of this investment and increasing costs, we have not had a rate

1 increase, other than some small index allowances, between
2 10 and 15 years, depending on the system. And as was mentioned
3 before, we have 82 systems here in Florida. So you don't have
4 to be a financial expert to understand that over the last 10 or
5 15 years costs have increased fairly dramatically both,
6 expenses and in gasoline, chemicals, et cetera.

7 Since we were here with you a year ago, a lot of
8 things have changed. And I want to point just a few of those
9 out. One of them is our management team. We have changed a
10 significant number of people in our management team since last
11 year. We have a new chief engineer. We have a new chief
12 operating manager. We have a new area manager for this area.
13 We also have a new customer service manager here in Florida.
14 We have a new chief regulatory officer here in Florida.

15 And these management changes were made to demonstrate
16 our intent, Aqua's intent to operate efficiently and provide
17 good customer service and fully comply with all the statutes
18 and regulations here in Florida. We have also made changes in
19 our customer call center. Hopefully, if you've called
20 recently, you found that it is easier to get through
21 immediately. We are meeting our metrics in terms of average
22 speed of answer.

23 Last year we also heard from our customers that you
24 didn't know us. So we initiated a program called Aqua
25 Connects, and we have held 12 meetings across the state, much

1 less formal than a meeting like this. We brought our entire
2 management team in and multiple displays and educational
3 materials, so that you could ask any question that you would
4 like of individual managers up to the senior people in a very
5 informal basis. And those will continue. We plan to continue
6 those on into the future.

7 A year ago one of our biggest concerns was too many
8 estimated bills. In the past year Aqua has developed a
9 comprehensive plan to change out every meter regulated by the
10 Florida Public Service Commission and add a radio frequency
11 device to each those meters so that we can drive down the
12 street and always guarantee that human intervention doesn't
13 interfere with getting an accurate read. New meters will be
14 installed in large part in this area before September 30th,
15 although some of you have already received a new meter on an
16 individual basis.

17 Now, when a company undertakes a massive meter change
18 out program like this, it's a ballet of sorts. A combination
19 between the contractor who installs the meter, the local
20 operation staff that needs to make sure it's done properly, the
21 central headquarters that needs to make sure it's in the
22 billing system properly so we get an accurate bill out. And I
23 will say we learned some lessons early in that process.

24 Initially we had some transition issues which,
25 hopefully, you will benefit from, because I think we have

1 corrected those problems. For example, when our meter readers
2 were reading manually, they had to add a zero to the end of the
3 read in order to make that read to a proper level when putting
4 it into the billing system. The RF device does that
5 automatically. However, in our initial installations in 2007,
6 we had issues bringing that zero over. And, therefore,
7 somebody that used 1,500 gallons may have actually received a
8 bill for 15,000 gallons, and we had some corrections to make.
9 I think we have made those corrections. And, hopefully, if
10 that occurred to you, your bill has been corrected. And I do
11 apologize for our initial missteps in our installation of those
12 meters.

13 Now, some customers have had questions about how
14 these meters operate. And they said the meter sometimes spins
15 backwards. What could cause that? And there's two dials, one
16 is the big dial and one is the little red dial that spins. And
17 on a rare occasion, and it should be rare, that little dial
18 could spin backwards, and the cause of that would be if there
19 was a main break or a sudden pressure drop in the system. It
20 could cause the water in your home to slide backwards through
21 that meter. And you would want that meter to slide backwards
22 slightly, because, essentially, what that is doing is taking
23 off the charges, right, of the water that has come through.
24 And then as it comes back through, it would measure it coming
25 back in. But, again, I say that reverse run of your meter

1 should be a very rare occurrence, only when there would be
2 significant pressure drops.

3 Now, we'll have spent over last year and this year
4 about \$5 million on this project. And I think we got very good
5 pricing, very competitive, and better than most in the purchase
6 of our meters and our radio frequency devices because we
7 purchased in such bulk, not just in Florida, but company-wide.
8 And the results have been proven in our reduction. We have
9 reduced our estimated reads from about 5 percent of customer
10 bills being estimated at this time last year to less than a
11 percent and a half. Our overall target is an industry average
12 of somewhere around one percent of estimated bills.

13 Another concern that we have heard from our customers
14 over the last year or so is around water quality. And we
15 typically hear concerns about hardness; calcification, which
16 would be that white residue that sometimes is on your dishes or
17 glasses; manganese, which would be that purple or black ring
18 that you would sometimes see in your toilet and maybe some
19 chlorine taste and odor. And I want to tell you that our
20 company takes water quality very seriously, and it is the -- we
21 are the only utility that provides a product actually ingested
22 by human beings, so we take it very seriously. We have one of
23 the nation's top water quality laboratories in our Bryn Mawr
24 headquarters up in Pennsylvania.

25 Every year we take in excess here in Florida of 6,300

1 water samples to be tested to make sure our water is safe to
2 drink. However, I want to point out that we realize that
3 meeting standards, state and federal regulatory standards for
4 water quality does not always provide you with the quality, the
5 aesthetic quality or even the confidence that you desire. Yet
6 I do want to acknowledge the difficulty that water utilities
7 like Aqua, and we are not the only ones, have in struggling
8 with servicing small water systems fed by individual wells,
9 community wells.

10 As you might imagine, it would be extremely costly
11 for us and for you then, eventually, as the costs came down to
12 install filtration at every well site. But you can rest
13 assured that we will continue to thoroughly test the water and
14 that water quality complaints through our call center will
15 always receive the top priority when dispatched.

16 Now, I think it's also important for you to realize
17 that among our peer companies, companies we compare ourselves
18 to nationally, we have one of the lowest operating ratios.
19 What I mean by that is operating expenses compared to revenue.
20 And I'm looking at a company-wide base. Obviously, revenue
21 here in Florida is depressed because of the fact that we
22 haven't had rates for ten years. So in comparison to those
23 companies, we compare fairly favorable.

24 Now, we understand that our rate request is
25 associated with years of catch-up. So to minimize the impact

1 of our expenditures on any one customer base, we have 82, we
2 believe that a uniform rate structure across all of the
3 customer areas is the best way to keep rates reasonable for
4 customers.

5 We have a one-page handout that, hopefully, you
6 received on your way in that demonstrates what stand-alone
7 rates would be compared to our combined uniform rate. And
8 those stand-alone rates, I want to acknowledge, are
9 hypothetical rates if we took the costs associated with each of
10 those individual systems and applied them only to the customers
11 in those systems.

12 So, in summary, if our expenses aren't out of line,
13 and we don't believe they are, that ultimately will be the
14 decision of the folks who are sitting up ahead of us here on
15 the Commission. But we don't believe they are, and if we
16 didn't overpay for these systems when we purchased them, why
17 are we actually -- why is Aqua actually losing money in
18 Florida? We're operating in the red. And the answer in our
19 minds is fairly straightforward. It has been more than a
20 decade since we've had an actual rate increase and the cost of
21 our expenses, along with the \$30 million we have spent,
22 continues to climb.

23 Folks, this is the part of my job I like the least,
24 requesting rate increases. I work for a water utility because
25 I believe that in many ways we make a difference in people's

1 lives by improving water and wastewater basic services. And I
2 also will tell you that I don't take this part of my job
3 lightly.

4 When we prepared this rate proposal, we used the
5 brightest people and we went through multiple iterations to
6 make sure that we had the most equitable proposal that we could
7 come up with and that had the least impact on our customers.
8 While I can say our proposal is probably not perfect, and I am
9 not sure that anyone is going to like it, I can say that it was
10 prepared by people with great integrity and it was done
11 considering the impact to customers.

12 Now I have said enough, and I look forward to hearing
13 from each of you to continue to take information back that we
14 can use to continue to improve our company. I thank you for
15 your kind attention and look forward to hearing from you.

16 **CHAIRMAN CARTER:** Mr. Beck.

17 **MR. BECK:** Thank you, Mr. Chairman.

18 Good morning, everybody, and thank you again for
19 coming. My name is Charlie Beck, and I'm with the Office of
20 Public Counsel.

21 Our office is separate from the Public Service
22 Commission. We are separately funded, and we were created by
23 the Florida Legislature to represent your interests before the
24 Commission. And just as Aqua will be presenting their case and
25 will be an advocate on their behalf, we will be presenting a

1 case in opposition to theirs and advocating on your behalf
2 trying to get the rates down just as much as we possibly can.

3 We have Ms. Merchant, who's a CPA, working in our
4 office. We have other people in our office working on the
5 case, and we have hired three experts outside of our office,
6 also, that will be testifying in the case.

7 We are in the process right now where we are sending
8 discovery to the company. We have literally served hundreds of
9 interrogatories to the company, which are written questions
10 that they have to respond to in writing under oath. We have
11 sent them hundreds of document requests. For example, we get
12 all of their monthly variance reports for their systems and
13 look and see what expenses are in line or not. We have
14 hundreds of them out and we are just now getting these back and
15 starting to analyze them. We will be presenting testimony in
16 October on all of that.

17 Mr. Franklin tells you that their expenses are very
18 reasonable. Of course, that's one of the very core issues that
19 we are going to look at. We will be looking at all of their
20 expenses, the amount they spend to run the systems. Salaries
21 will be at issue. The company had a 4 percent salary increase
22 last year, another 4 percent this year. On top of that they
23 have another study that they want of increases beyond the
24 4 percent increases for many of their people, and then they
25 have added a number of people. So we will be looking to see

1 whether that is reasonable, necessary, and prudent.

2 As you can see here today, I think there is probably
3 a dozen people from Aqua today that are here. They will be
4 asking you to pay for all the expenses, added rate case expense
5 and recover that over a four-year period. We will be
6 addressing that, whether that is reasonable and prudent and
7 necessary of the company providing service to you.

8 Among the issues also are affiliate expenses. There
9 is a whole series of expenses that are allocated down to your
10 systems from Pennsylvania for the services they provide. And
11 whenever the company is providing services to itself and
12 billing from one entity to another, I think we give that extra
13 scrutiny to see whether those are fair and reasonable. One of
14 our outside expert specializes in that. We will be spending a
15 lot of time looking at those expenses and presenting proposals
16 to the Commission on that.

17 We have also hired an engineer who will be testifying
18 who is inspecting all of the systems. He will be looking at,
19 quote, the operational aspects of the systems and whether the
20 systems are used and useful. Sometimes systems are built to
21 provide service later to customers as they move in later. And
22 he will be looking at what portion of those plants are
23 necessary to serve you as opposed to customers in the future.

24 Our final outside expert will be in the area of
25 finance and he will be addressing the profit level that the

1 company is entitled to. As you might imagine, we have a
2 difference of opinion with the company on that. We have also
3 had a difference of opinion with the Commission on that. We
4 recently had a case with a small electric company that serves
5 North Florida. We had a professor of finance testify that a
6 9.15 percent return on equity, which is their profit level,
7 would be reasonable. The Commission granted that company an
8 11 percent return. They then did it in another company, a gas
9 company, that also serves the Panhandle area. We will be
10 trying to convince the Commission that that high of a profit
11 level isn't necessary or reasonable for customers, and we'll
12 have a witness address that.

13 We are working very hard on the case. You know,
14 testimony will be filed in October. The hearing in Tallahassee
15 will be in December, where all the witness will take the stand
16 under oath. The company's witnesses will be subject to
17 cross-examination. And we are going to do everything we can to
18 keep the rates down just as low as we possibly can. Your
19 testimony here today is very important. You'll find the
20 Commission listens very attentively to it.

21 When setting a profit level one of the things the
22 Commission looks at very carefully is the quality of service,
23 both how they treat you and how the product they provide you
24 is. You know, what the quality of that product is. All of
25 that affects the return level that the Commission will be

1 granting. So your testimony is very important, and it will
2 affect the Commission's decision, and we look forward to
3 hearing from you this morning.

4 Thank you.

5 **CHAIRMAN CARTER:** Thank you, Mr. Beck.

6 Now, those of you that are wishing to speak this
7 morning, obviously we're going to have to have you sworn in.
8 So if you would all stand, we can kind of swear you in at one
9 particular time. If you would all just stand and raise your
10 right hand.

11 (Witnesses sworn.)

12 **CHAIRMAN CARTER:** Mr. Beck.

13 **MR. BECK:** Thank you, Mr. Chairman.

14 The first customer is Gus Alexakos.

15 **CHAIRMAN CARTER:** While Gus is coming down, just as a
16 reminder, as you come to the podium, please state your name and
17 address for the record. And if you know the system that you
18 are assigned to, that would be helpful, as well. The court
19 reporter is trying to take everything. Thank you so kindly.

20 GUS ALEXAKOS

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

23 DIRECT STATEMENT.

24 **MR. ALEXAKOS:** Good morning. Today is Tuesday,
25 July 8th, 2008. My name is Gus Alexakos. I reside at

1 4625 Windy Lane, Zephyrhills, Florida.

2 Zephyr Shores is a senior community of 210 mobile
3 homes. The majority of our residents, like myself, don't drink
4 the water by our supplier, Aqua Water. We purchase water by
5 the bottles.

6 On June 13th, 2007, at the Florida Public Service
7 Commission hearing, I asked Aqua Water to X-ray our sewer
8 lines. No action. Again last year at the hearing, I
9 recommended water flushing be done also manually for quality
10 water. No action. On April 18th, 2008, Zephyr Shores had the
11 pleasure of having Aqua Water's President, Mr. John Lihvarcik,
12 and Mr. Pellins at Zephyr Shores clubhouse. There were 100 in
13 attendance, and they did an excellent job fielding all the
14 questions, and we thank them. We in Zephyr Shores would be in
15 favor of Aqua Water's increase if we could drink it. It's only
16 good for flushing toilets.

17 **CHAIRMAN CARTER:** Hang on one second, Gus.

18 **MR. ALEXAKOS:** Yes, sir.

19 **CHAIRMAN CARTER:** Wait for a second just in case --
20 Commissioner Argenziano, you are recognized.

21 **COMMISSIONER ARGENZIANO:** Mr. Alexakos?

22 **MR. ALEXAKOS:** Yes.

23 **COMMISSIONER ARGENZIANO:** Tell me about the quality
24 of the water in a little more detail. Is it undrinkable? Does
25 it smell? Does it have color? You know, I want to know the

1 specifics if you could.

2 **MR. ALEXAKOS:** Last year we had someone from Aqua
3 Water come out and test the water. They brought their own
4 bottle. They tested it. They put the water in their bottle,
5 in their container. They took it to the lab. We never heard
6 the results of that. I asked the gentleman that took the water
7 sample, would you like to drink it and taste it? And he looked
8 at it, and it was so cloudy and dirty and sediment in there.
9 He said, "No, I'm not going to taste it. I don't want anything
10 to do with it." He said, "I'm taking it back and have it
11 tested." But we never got the results of that. But we can't
12 drink because it is too cloudy.

13 **COMMISSIONER ARGENZIANO:** Cloudy and has sediment in
14 it?

15 **MR. ALEXAKOS:** It's cloudy and there is a little
16 sediment in it.

17 **COMMISSIONER ARGENZIANO:** Do you know what time --

18 **MR. ALEXAKOS:** So we have been buying bottled water
19 before Aqua Water took over a few years ago.

20 **COMMISSIONER ARGENZIANO:** And the test you said they
21 did was last year in '07?

22 **MR. ALEXAKOS:** They took it last year, yes, ma'am.

23 **COMMISSIONER ARGENZIANO:** I wonder if staff could
24 find out if there were any results of that testing.

25 **CHAIRMAN CARTER:** Staff will look into that.

1 COMMISSIONER ARGENZIANO: Thank you.

2 CHAIRMAN CARTER: Commissioners, anything else?

3 Mr. Beck.

4 MR. BECK: Thank you.

5 MR. ALEXAKOS: I happen to have a heart problem. I
6 had open heart surgery back in '75, so I have to drink good
7 water. I can't drink cloudy water or messed up water with
8 sediment in it.

9 COMMISSIONER ARGENZIANO: Thank you.

10 MR. ALEXAKOS: Thank you.

11 CHAIRMAN CARTER: Thank you very much.

12 Mr. Beck.

13 MR. BECK: Thank you, Mr. Chairman.

14 The next customer is L. F. Hines.

15 L. F. HINES

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

18 DIRECT STATEMENT

19 MR. HINES: Good morning.

20 CHAIRMAN CARTER: Good morning.

21 MR. HINES: I would like to thank you for this
22 opportunity to comment on this issue. I'm L. F. Hines. I live
23 at Number 2, Rosalie Oaks Boulevard. I'm a full-time resident.

24 I have four problems with Aqua Utilities. One is
25 meter reading, billing, lack of communication, and their

1 unquenchable thirst for more money. My problem started in May
2 of '07. In April of '07, my bill was \$34.58 for 4,400 gallons
3 of water. In May, my bill was \$170.96 for 9,800 gallons. I
4 had never used even close to that much water in one month.
5 Aqua checked my meter and said it was accurate. The Public
6 Service Commission had Aqua put a new meter on my service,
7 which they did on July the 18th of '07. In August, my meter
8 reading on the old meter was 1,100 gallons. And on the new
9 meter, they didn't read it, it was estimated at 2,400 for a
10 total of 3,500 gallons. In September I got a duplicate bill.
11 The old meter still 1,100 gallons, and the new meter actual
12 read was 400 gallons for a total of 1,500 gallons.

13 I didn't get a bill for October, but they made up for
14 it in November. I got three. November the 1st, new meter
15 actual reading 7,200. 6,800 gallons of water for 31 days.
16 November the 16th actual, 9,600. 2,400 gallons for 28 days.
17 November the 30th, actual reading, 900. 500 gallons for 59
18 days. My average daily usage on that bill was eight gallons a
19 day.

20 December 27th, estimated still 900 gallons. No
21 water, I was charged for no water that month. Estimated zero
22 for 29 days. In January, actual reading 4,200 for
23 13,300 gallons for 28 days. Average daily usage 475 gallons a
24 day. Needless to say, I made a few phones calls during these
25 months. I got a lot of answers, but none of them made any

1 sense. So I made one more call. I suggested they go back to
2 July the 18th and average out the amount of water per month. I
3 assumed they did this, because my February bill, the old meter,
4 actual, 1,100 gallons; new meter 14,200 gallons for a total of
5 15,300 gallons for 179 days. And that totalled out to an
6 average daily usage of 85 gallons day. So hopefully that took
7 care of that.

8 In March, my actual reading was 19,600 gallons.
9 5,400 for 62 days. That's for two months. Since March my
10 bills have been consistent. But let's go back to the January
11 bill for 13,300 gallons. It was \$134.25. I did not use all
12 this water in one month, but they charged a higher rate for
13 8,300 gallons. The first 5,000 was 4.75, the second 5,000 was
14 \$6, and the next 3,300 was 4.82. It was \$10.82 that I was
15 charged for using over 5,000 gallons.

16 The next is communication. I talked to a supervisor
17 about the November bill when I used eight gallons per day for
18 59 days. Basically, he said it was an actual reading, so it
19 must be right. Anybody would know that you can't run a
20 household with eight gallons of water a day for 59 days.

21 I have had customer service operators put me on hold
22 and never come back. Now, I have had them say, let me check
23 this out, and I will call you tomorrow, but never called back.
24 Now, the Leesburg office, I don't think I have ever talked to a
25 person there. I get a recording to leave a message and they

1 will return my call promptly. The last time I called was June
2 the 26th about 11:30 a.m., and I have not been called back.

3 Aqua had a rate increase of 3.99 percent on water
4 base and 4.52 percent on wastewater effective April 15th of
5 '08. Now they want to double the flat rate on water, triple
6 the flat rate on wastewater, and triple the flat rate on the
7 price of water. They also want us to pay for -- well, I
8 misunderstood this paying for 5,000 gallons of water whether we
9 used it or not. So I need to leave that out. But for the last
10 11 months we have cut down on our water. Everybody says we
11 need to conserve. We have cut our water usage down. For the
12 last 11 months my usage has been less than 3,000 gallons a
13 month.

14 Folks, we are over a barrel and Aqua knows it. We
15 can't change utility companies, we can't put a well down, and
16 we can't put in a septic tank. So the only hope that we have
17 is with the Public Service Commission. My wife and I are
18 living off Social Security and a small pension. We are taking
19 about \$1,200 worth of prescription medicines per month. With
20 gas at \$4 a gallon and rising, food prices going up, insurance
21 up, electricity up, and now water, it is getting harder and
22 harder to make ends meet. And I had figured my electric
23 billing, and I was figuring this water bill at \$129.83. The
24 notice that I got, that's the way I read it that between the
25 water bill and the wastewater bill it would be \$129.83. That

1 may not be correct. But my electric bill averages \$129.40 for
2 the last 12 months.

3 Folks, everybody has got to live somewhere. We need
4 to live and let live. So I respectfully ask the Public Service
5 Commission to deny this request.

6 Thank you.

7 **CHAIRMAN CARTER:** Thank you. One second, Mr. Hines.
8 Commissioners, any questions? Commissioner
9 McMurrin, you're recognized.

10 **COMMISSIONER McMURRIAN:** Can you hear me, Mr. Hines?

11 **MR. HINES:** Yes.

12 **COMMISSIONER McMURRIAN:** Thank you. I was a little
13 confused with maybe the way that it works whenever you get a
14 new meter, but you were talking about that you had a reading on
15 the old meter and you had a reading on the new meter, and you
16 added them together. Is that your understanding of the way the
17 utility was billing you?

18 **MR. HINES:** That's the way I was billed, 1,100
19 gallons -- or what was it -- yes, 1,100 gallons. Here is the
20 bill for the month where they changed the meter, 1,100 gallons
21 used on the old meter and 400 gallons on the new meter.

22 **COMMISSIONER McMURRIAN:** I guess, Mr. Chairman, I
23 just don't understand that. I don't know if anyone is prepared
24 to help us out on that today. But maybe that's something -- I
25 just don't understand the concept of getting a reading on an

1 old meter and a new meter. I thought that you either had the
2 old meter or the new meter.

3 **MR. DEVLIN:** Commissioner McMurrin, we'll check into
4 that. I can only imagine that they implemented the new meters
5 during the billing cycle. Part of the billing cycle using the
6 old meter, and part of it would be using the new one, but we
7 can check that out.

8 **COMMISSIONER McMURRIAN:** And I guess if we need to
9 follow up with Mr. Hines and get information from him, we can
10 do that. I think he gave us his information.

11 **MR. HINES:** Yes. But it took six months to get all
12 of that straightened out with the new meter.

13 **CHAIRMAN CARTER:** Commissioner Skop.

14 **COMMISSIONER SKOP:** Thank you, Mr. Chairman.

15 Mr. Hines, can you hear me?

16 **MR. HINES:** Yes.

17 **COMMISSIONER SKOP:** Would it be possible to look at
18 that bill that you just spoke to just briefly?

19 **MR. HINES:** Sure.

20 **COMMISSIONER SKOP:** Thank you. I appreciate it.

21 **CHAIRMAN CARTER:** Thank you. We'll just look at that
22 for a moment, and then we will get it back to you.

23 **MR. HINES:** Okay.

24 **CHAIRMAN CARTER:** Mr. Beck, do you have a question?

25 **MR. BECK:** Thank you. I do.

1 Mr. Hines?

2 MR. HINES: Yes, sir.

3 MR. BECK: Let me ask you a few questions about
4 leaving messages and not getting calls back. About how many
5 times has that happened to you?

6 MR. HINES: I'm not sure how many times I called the
7 Leesburg office. Probably two or three times.

8 MR. BECK: Did you ever receive an explanation from
9 the company about why you didn't get calls back?

10 MR. HINES: I never heard anything from the company.

11 MR. BECK: It is just the Leesburg number, or is it
12 the other numbers where that has happened to you?

13 MR. HINES: Well, it has happened at the customer
14 service number, too. I asked to speak to a -- huh, I'm having
15 a senior moment.

16 UNIDENTIFIED SPEAKER: Supervisor?

17 MR. HINES: Supervisor. Thank you. And there
18 weren't one available, we'll have him call you. One did call,
19 but I asked for the same thing another time, and I never had
20 another call.

21 MR. BECK: Thank you.

22 MR. HINES: You're welcome.

23 CHAIRMAN CARTER: Just one final question. You
24 mentioned that when you called they put you on hold and never
25 got back to you. Does that happen frequently?

1 MR. HINES: About twice.

2 CHAIRMAN CARTER: Thank you.

3 Commissioners, anything? Thank you. We will get
4 your bill back to you.

5 MR. HINES: Okay.

6 CHAIRMAN CARTER: One second, Mr. Hines.

7 Commissioner Argenziano.

8 COMMISSIONER ARGENZIANO: Mr. Hines, on your bill it
9 says that the amount owed from the last bill was \$192.15. Was
10 that for a month's worth of water and sewage? Do you recall?

11 MR. HINES: I don't recall. From the previous bill?

12 COMMISSIONER ARGENZIANO: Yes. On this bill your
13 total was 45.86, but it says amount owed from last bill was
14 \$192.15. Maybe I'm reading it wrong, but you had a credit. I
15 guess that may have been from a refund.

16 MR. HINES: If it's got credit on there, yes,
17 that's --

18 COMMISSIONER ARGENZIANO: I was trying to figure out
19 if your prior month's bill was actually \$192.

20 MR. HINES: No. I didn't pay a \$192 bill.

21 COMMISSIONER ARGENZIANO: Maybe we can have staff
22 look at that and figure out why it indicates \$192 for water and
23 sewer. Thank you.

24 CHAIRMAN CARTER: Thank you. And we will get that
25 back to you.

1 **COMMISSIONER ARGENZIANO:** I'm sorry, Mr. Chair, one
2 more question.

3 **CHAIRMAN CARTER:** One moment, Mr. Hines.

4 **COMMISSIONER ARGENZIANO:** Mr. Hines, you are not --
5 you are prohibited from sinking a well by the county or the
6 city?

7 **MR. HINES:** County.

8 **COMMISSIONER ARGENZIANO:** County. Have you ever
9 talked to your legislators about that?

10 **MR. HINES:** No.

11 **COMMISSIONER ARGENZIANO:** You should.

12 **MR. HINES:** I have only been there about four years.

13 **COMMISSIONER ARGENZIANO:** Thank you.

14 **MR. HINES:** Thank you.

15 **CHAIRMAN CARTER:** Thank you, Mr. Hines. And, as I
16 said, we will get that back to you. Staff will look that over
17 for a moment and we will get that back to you before the day is
18 over.

19 Mr. Beck.

20 **MR. BECK:** Thank you, Mr. Chairman.

21 The next customer to address the Commission is
22 William Liebke.

23 WILLIAM LIEBKE

24 appeared as a witness and, swearing to tell the truth,
25 testified as follows:

DIRECT STATEMENT

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

MR. LIEBKE: Mr. Chairman, distinguished Commissioners, my name is William Liebke, and while in Florida, I reside at 35107 Danny Drive, Zephyrhills. I am a snow bird.

Usually I don't come down for the summer time, but this year we decided to come down for about a week or so. And it turns out that this was a very good time for us to come down, and so I kind of moved up the date.

Once I got down here, the first thing I did, of course, was unlock the condo, go inside, turn up the AC, which we all need, but then the next thing I did was I had to turn on the shower for about ten minutes to get rid of the sulfur smell. I go to the kitchen sink, I take out the shower wand. It's got one of those little spritzer things. I turn on the water and one little spray comes out. I have a special needle which I keep in a drawer that pokes out all the little holes to get rid of the stuff so I can rinse stuff.

Now, we also drink bottled water. You almost have to. I think that's Florida, so that's really not too bad a concern. But one of the problems we have is that -- I represent a park which is called American Condo in Zephyrhills. We have 307 units there. Approximately two-thirds of the units are snow birds. They're gone. They're only here three months out of the year, and nine months they're here (sic). The water usage, the wastewater usage is zero for two-thirds of the park

1 for nine months.

2 Now, as I understand it, we can no longer shut off
3 the water. So those bills will continue to come in whether we
4 use them or not. The base rate raise is roughly 250 to 300
5 percent. I mean, it's a lot. It's significant. That base
6 rate is running -- that meter is running whether you're there
7 or not. The cost of the water itself is virtually
8 insignificant compared to that base rate. That's one of the
9 things we are kind of concerned with.

10 Now, if you look at the some of the text of what was
11 offered before based on 5,000 gallons, that's a lot of water
12 per month. So we took a poll, kind of an informal one, like
13 how much is your bill, how much do you use. And we came to the
14 conclusion that the average place in Zephyrhills in the condo
15 park uses about 1,500 gallons a month for three months. That's
16 a total of 4,500 gallons. So we look at that, and we go, well,
17 how's that going to effect our bill? And so we looked at the
18 old bill versus what the new bill is going to be. And I have
19 this here.

20 I also have a packet of 104 letters from people in
21 the park, which I would like to submit as evidence, plus a lot
22 of the stuff I'm saying here, and this sheet which is a
23 synopsis of what the bills are presently and what they are
24 going to become on 1,500 gallons per month for three months for
25 those residents.

1 Presently, if you look at it, the water cost for a
2 whole year based on three months there and nine months away is
3 \$98 at 1,500 gallons a month. The water rate will now become
4 \$280 up from 98. That's a big increase. The wastewater goes
5 from \$179 to \$582 based on 1,500 gallons for three months. So
6 if you combine it together, a whole year at Zephyrhills in the
7 American Condo Park for 1,500 gallons based on three months
8 present is \$277. If we go to the new system it becomes \$862.

9 Geez, that's more than my property tax. That's more
10 than my electric bill. That's 3.1 times the old rate for the
11 same water. The pipes have been in the ground for 24 years. I
12 still have an old meter. I assume the new meter will work
13 better because it's a radio frequency, which means the guy
14 doesn't have to physically get out of his truck. He just has
15 to drive through at about 20 miles an hour listening to a
16 radio. That sounds like a big cost reduction for some company.

17 The other thing is on their early presentation, the
18 revenue increase was based on -- it was listed as 83 percent
19 for water, 125 percent for wastewater treatment. Gee, that's a
20 lot less than a 250 percent increase in our costs. Now, I
21 don't know what the numbers are, I just know what our bills are
22 and what we pay. That's pretty much it.

23 Now, I don't know -- we don't know what's fair
24 profit-wise. For example, you know, you gave out some
25 increases of 9 and 11 percent. I don't know if that's fair.

1 The oil companies made 7.9 percent with record profits.
2 Congress is all over them. The Commission, you know, they are
3 on them like white on rice. Now, I don't know what's fair for
4 you guys. I don't know what's fair for us. All I know is that
5 two-thirds of the park is going to get hosed. And since we are
6 basically all a bunch of geezers on Social Security and some
7 kind of pension or whatever, you know, our incomes are pretty
8 much fixed. So as everything goes up, well, we get pinched,
9 pinched more and more. I mean, Ring Dings and Coke are pretty
10 much out of the question now. So, you know, we just don't
11 understand why it is going up so much.

12 And that is pretty much all I've got to say.

13 **CHAIRMAN CARTER:** Thank you. Thank you.

14 First of all, Commissioners, that will be Exhibit
15 Number 14.

16 Mr. Liebke, we love geezers. If we are all fortunate
17 enough to keep living, we are all going to be geezers. This
18 will be Exhibit Number 14. Do you need those back or can we
19 keep those?

20 **MR. LIEBKE:** Those are yours to keep.

21 **CHAIRMAN CARTER:** Thank you so kindly. And the one
22 pager that you mentioned, is that in there, too?

23 **MR. LIEBKE:** That's in there, too.

24 **CHAIRMAN CARTER:** That's in there, too, the one page
25 where you broke down for the park that did the --

1 **MR. LIEBKE:** It's like the third sheet in.

2 (Exhibit Number 14 marked for identification.)

3 **CHAIRMAN CARTER:** Mr. Liebke, thank you so kindly.

4 Commissioners, any questions? Thank you, Mr. Liebke.

5 Did I pronounce your name correctly? Mr. Liebke, did I

6 pronounce your name correctly?

7 **MR. LIEBKE:** Close enough.

8 **CHAIRMAN CARTER:** Thank you.

9 Mr. Beck.

10 **MR. BECK:** Thank you, Mr. Chairman.

11 The next customer is Janice Ellis.

12 **JANICE ELLIS**

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

14 testified as follows:

15 **DIRECT STATEMENT**

16 **MS. ELLIS:** Good morning. I'm Janice Ellis. I live

17 in the Zephyr Shores Mobile Home Park. I came to speak about

18 the quality of the water and the interim rate increase. A

19 couple of people have tried to tell me what it means, but I

20 don't quite understand, because I have been out of school a

21 long time.

22 The quality of our water in our park, as Mr. Alexakos

23 stated, is we are unable to drink it. Last year when we came

24 to meetings, we each brought samples of the water. They took

25 our water and we never got results from it. Now, we did bring

1 samples with us. The results, I'm afraid, were so dire that
2 they didn't want to tell us what it was.

3 As he spoke, he has had a heart problem. So far,
4 knock on wood, I haven't. But if you look at your showerhead
5 and you clean it when you need to, and you think, oh, my
6 goodness, all those scales are in my system if I drank the
7 water. I don't think any of you would be drinking the water.
8 We buy our water in bottles and we drink it.

9 My husband at one time had a kidney stone. He was
10 told to drink a lot of water. We drank a lot of water. We
11 only drink bottled water. I only cook with bottled water,
12 because if you cook things like mashed potatoes, macaroni for
13 macaroni salads or macaroni and cheese, or anything like that,
14 the water -- the substance takes the taste of the chlorine, and
15 you are cooking with all of those chemicals that are in the
16 showerhead.

17 Now, I know that I get something on my mind and I
18 can't get beyond it. And that's one of the things I can't
19 beyond is when I clean the showerhead all of those chemicals
20 are going in my system. So forget it. I can wash with that,
21 but I can't drink it, or take it in as food.

22 I would like to know what happened to our samples
23 that we brought in. Mr. Alexakos has also had the people come
24 and take water right from his house, so it wasn't like water
25 that we brought that somebody might have done something to. He

1 never got results from that, either. And we always wondered
2 what actually happened to it. And it is funny to have someone
3 from the water department come to your house, and you say,
4 would you like a glass of water? And they say, no, no, I have
5 my own bottled water with me. It isn't a good thing to have go
6 on.

7 And our water bills aren't terrible in our particular
8 house, because we don't use a great deal of water from the
9 water company. We only use water to shower and to flush the
10 toilet. So other than that, we are also supplying Zephyrhills
11 Water Company with quite a lot of money, because we buy their
12 water in individual bottles, and we buy it in large containers.

13 I have one in the refrigerator I go drain off to use
14 for my cooking, and then we have the bottled water to drink.
15 So we pay twice for our water because of that, and then we have
16 to pay for the sewer charge, too, which is terrible.

17 I'd like to know why the interim rate is so high, and
18 I don't -- I guess another lady tried to explain to me that
19 because it says unlimited, which is, of course, one of those
20 words that in my English dictionary says forever, I guess that
21 is not what they meant. They meant tiers, or should have used
22 another term instead of unlimited. But unlimited interim rates
23 to me sounded like it could go on for a long time. And, as
24 stated by other people, we're in a little park with 210 units,
25 and most of the people in the park are only there for the

1 winter. And that is another thing about the hearings, out of
2 our park there are only probably 70 people who have any
3 interest in it, because it's year-round. But those other 80
4 people, or 100 people, don't even get the notice or pay any
5 attention to the notice until they get here in November or
6 December, and then everything is all done by then.

7 So I guess what my question is, why are the interim
8 rates so high and especially on the sewer. I mean, the interim
9 rate is \$120.58 on the interim rate, and right now on 5,000
10 gallons it's 59.09. And 120, that's an awful large increase to
11 me. And even if they go to the final proposed rate of 88.91,
12 this is on the sewer rate for Zephyr Shores, it seems like we
13 are paying an awful lot and not getting an awful lot for our
14 money.

15 Thank you.

16 **CHAIRMAN CARTER:** Thank you, Ms. Ellis. If you could
17 wait one moment.

18 First of all, staff, we want to make sure that we
19 look into what happened to those water samples. We need to
20 have that information.

21 **MS. ELLIS:** You can have more any time.

22 **CHAIRMAN CARTER:** We want to make sure that we get
23 that. And, also, we want to take a moment, Staff, to explain
24 to her about these interim rates.

25 Mr. Devlin, you're recognized.

1 **MR. DEVLIN:** Thank you, Mr. Chairman.

2 The interim rates, of course, are suggested by the
3 company. They are under review right now by the Commission
4 staff. We're not sure what the outcome will be, but it is per
5 statute. It's a very formalistic approach to it, a very
6 abbreviated schedule that we are operating under, 60 days.

7 Basically, it comes into play when the company's
8 earnings are really low and the interim statute affords an
9 opportunity to get their earnings up to a minimal level, not
10 even the level the Commission set, but a minimum profit level
11 without any adjustments based on historical data. It's a very
12 formalistic approach, and the staff of the Commission doesn't
13 have a lot of time to look at it. That's why it is really
14 important that whatever decision is made is subject to refund.

15 **MS. ELLIS:** Right. And we did get a refund last
16 year. I mean, they did carry forth, and they did do what they
17 said they were going to do. On their behalf, they did do what
18 they were supposed to do with that. It's just that there are
19 people that are on very limited incomes, and to have that kind
20 of money tied up for that length of time was more than just an
21 inconvenience for some people.

22 And at that time, which I don't know, and I can't
23 speak of now, there were a lot of estimated bills that were
24 very, very, very high estimates on people's water. And I don't
25 know about it happening now, and I don't know that it is

1 happening now, but I know the last time there were a lot of
2 people who had very high estimated bills that they went on and
3 used those estimates for their interim rates and it was very
4 unfair at that time. I don't know if that's going on now.

5 I do know that Aqua Water has been in our park and
6 have made some very nice presentations. They have made
7 themselves very available. We were away personally for a while
8 and there were calls on our telephone when we got home. And
9 they had been in touch with us. They are trying very hard, I
10 would say, to help with the customer service. And they are
11 trying -- they got a lot of reports when they were at our
12 meeting in June, and they are trying to follow up with them. I
13 will say they are trying.

14 **CHAIRMAN CARTER:** Thank you. Ms. Ellis, one second.
15 Commissioner Argenziano.

16 **COMMISSIONER ARGENZIANO:** Thank you, Ms. Ellis. Have
17 you ever had the water tested by the Department of Health in
18 your county?

19 **MS. ELLIS:** No, but I did think of that, and I even
20 thought about hiring a private concern to come in. I don't
21 want one that is tied to a water filtration company, or a
22 meter, or -- I would like to get someone who is objective about
23 it. I don't want to put in a filter system if I don't have to.

24 **COMMISSIONER ARGENZIANO:** And I ask that, and if
25 anybody else that comes up to speak, if you have had the

1 Department of Health, please indicate that to me. They can
2 test your water for the coliform, and the bacteria, or the
3 microorganisms to a limited degree, but that could give you
4 some idea of if there's bacteria in the water.

5 MS. ELLIS: Right.

6 COMMISSIONER ARGENZIANO: And the other thing I
7 wanted to ask you -- well, first of all, I love your southern
8 accent. It's wonderful.

9 MS. ELLIS: Oh.

10 COMMISSIONER ARGENZIANO: I have one myself, but I
11 love it. I'm just teasing you.

12 But what I think, Mr. Chairman, if staff can answer
13 this for me, because at all the hearings that we go to there is
14 a difference between quality of water as far as scaling, or
15 hard, or smelly, because in Florida we have different aquifer
16 systems, and depending on droughts, and so on, there are
17 changes in the water system. And I'm not sure, and I would
18 like to let the people know, because I think they need to know
19 what we, as the Public Service Commission -- not the Department
20 of Environmental Protection or the Department of Health -- what
21 we look at. What do we require when it comes to this.

22 We are out here telling the people that we look at
23 the service, the quality of service. Do we have anything to do
24 with other than the safety and, I mean, microorganisms or
25 bacteria, because that's, obviously, something we all ought to

1 be very concerned with. Do we have any requirements of a water
2 utility as far as hard deposits or anything like that, because
3 I want to direct the people. If we can't help them in that
4 area, then I want to direct the people to where they need to
5 go.

6 And I'm always -- I used to be a legislator, so I'm
7 telling you you need to talk to your legislators about some of
8 the issues and concerns that you have. But I think we need to
9 let the people know what we have jurisdiction over and what we
10 don't. And I think that's very important. So if staff would
11 kind of elaborate on that, I would appreciate that.

12 **MR. DEVLIN:** I will attempt to, Commissioner
13 Argenziano.

14 I'm not an expert in this area, but DEP has primary
15 jurisdiction, as I understand it, over the health related
16 issues, trihalomethanes and arsonic and those kind of issues.
17 And they also, I believe, have jurisdiction over the secondary
18 issues, the aesthetic type issue, like hydrogen sulfide, et
19 cetera. DEP I believe has primary jurisdiction.

20 I don't think we have rules and regulations that
21 address those kinds of issues. I could be corrected. That
22 doesn't mean, though, that we wouldn't consider as part of the
23 quality of the service the quality of water. That is more of a
24 subjective evaluation.

25 **COMMISSIONER ARGENZIANO:** Right. But when it comes

1 down to nuts and bolts, what it is is do we have the
2 jurisdiction of quality. And, of course, we do. When people
3 can't drink the water that they are paying for, then we have
4 some responsibility there. But if we're going to get down to
5 where it comes down to legislative authority to say to a
6 company that you have to, you know, you have to get softer
7 water, we can't have these deposits and so on, I need to know
8 if we have jurisdiction.

9 And the other question I think I had, which would be
10 good for the people to know, is does DEP look at the quality of
11 the utilities on a regular basis? I have no clue. If they are
12 called in by the consumer, can they then check or is there some
13 kind of regular mechanism that the Department of Environmental
14 Protection is checking the water that the utilities are
15 providing. And I'm not sure that is done on a regular
16 schedule, and that the people can find out what those results
17 are. I think that is a concern that I have, and I think the
18 people who are being served that water may also have. So
19 that's something that would better help, and I think would
20 better help the people that are drinking the water to
21 understand that.

22 And if it is the case where we can't tell the
23 utility, well, you know, the quality comes down to legislative
24 mandate or something or a statute that says DEP has the issues
25 over the -- maybe the secondary issues, but the scaling and the

1 hardness of the water or the color of the water, then, again,
2 you have to speak to your legislators, because we're going to
3 need help there. And I do urge you to talk to your legislators
4 about all the problems you're having to keep them up to par as
5 to what is happening.

6 But I just wanted to find out, not only for myself,
7 but I think the people who are drinking the water, how does
8 this work. Because, obviously, the quality of water is a
9 concern of everybody. When you have to buy water outside, you
10 have a fear of drinking it, is it fear because there is
11 bacteria in the water, is it fear because it's scaly, and you
12 are not too happy with the way it looks, and things like that.
13 So if we can kind of clear that up, I think it would be most
14 helpful.

15 **CHAIRMAN CARTER:** Mr. Devlin.

16 **MR. DEVLIN:** One additional point, Commissioner
17 Argenziano, in addressing your concern. We have a memorandum
18 of understanding with DEP. And in every rate case we invite
19 DEP. DEP will be involved. We will request them to provide a
20 witness in this case, I believe I'm correct on that, who will
21 be in a position to answer some of those kind of questions at
22 our hearing in December.

23 **COMMISSIONER ARGENZIANO:** I was thinking maybe
24 letting them know ahead of time some of the questions that we
25 may have. Do they regularly check the utilities for the

1 quality of water, bacteria-wise, microorganism-wise? What is
2 their jurisdiction over the secondary issues, such as the
3 hardness and the color and the smell, and things like that, and
4 maybe they will come prepared to answer those questions. And
5 if the citizens can find out if DEP is checking regularly, what
6 are they coming up with.

7 CHAIRMAN CARTER: Commissioner Skop.

8 COMMISSIONER SKOP: Thank you, Mr. Chairman.

9 And I thank you again, Ms. Ellis, for taking the time
10 to come out and speak.

11 MS. ELLIS: And thank you for listening.

12 CHAIRMAN CARTER: Hold on, Ms. Ellis.

13 COMMISSIONER SKOP: Just a quick question or a
14 comment, really. I do share your concerns about the sticker
15 shock and the wisdom associated with the interim rates. I
16 guess you heard from our staff. They are pretty much
17 statutorily driven. But at times they do seem to produce a
18 counter-intuitive result. For instance, if you're paying more
19 in the interim than you would in the final, to me that just
20 doesn't make a whole lot of sense, but it is what it is.

21 And, perhaps, again to Commissioner Argenziano's
22 point about engaging in a dialogue with your legislators,
23 perhaps, you know, in the future there might be some ability to
24 change that language, to tweak it, you know, to make it a
25 lesser -- for instance, if the final rates are less than

1 interim rates, then the final rates are the interim rates. So
2 some sort of limiting language that would prevent that hiccup.

3 **MS. ELLIS:** Well, for instance, when we first got the
4 letter, I was reading the whole thing and, you know, just the
5 word unlimited, and someone explained to me that it doesn't
6 really mean unlimited. But to me unlimited means it can go on
7 forever. And I understand it can't, because there's a process
8 in this that means it can't go on forever. But when you first
9 read that and it looks like, oh, that's lovely; it could go on
10 forever unlimited until they decide how much they really do
11 want.

12 **COMMISSIONER SKOP:** Yes, ma'am.

13 **MS. ELLIS:** The term, if it could be -- another term
14 could have been used there that would have been less of a
15 shocker.

16 **COMMISSIONER SKOP:** Yes, ma'am. And I think that,
17 too. And to my point about the hiccup that occurs --

18 **MS. ELLIS:** Right.

19 **COMMISSIONER SKOP:** -- when interim rates go way up,
20 because with people on fixed or limited incomes, that is a big
21 price differential to absorb for those interim months before it
22 would then recede back down to what would be the proposed final
23 rates.

24 **MS. ELLIS:** Right. And I don't know how many of you
25 have ever lived on what we call a limited income, but it means

1 that one check goes into your account once a month. And having
2 this paid out -- paid out, out of there on, let's say, three
3 months in a row on this unlimited rate, and then the next three
4 months you don't have to pay out so much. It doesn't equal
5 out. Because if that happens to be the three months of, let's
6 say, Christmas, or of your holidays, or of something you were
7 going to do with that part of your money, I mean, that's I'm
8 sure nobody's real problem except the person that's getting the
9 bill. But there are things going on in other people's lives
10 that if you have to pay out an extra \$100 for three months in a
11 row that does cut down a trip home to the children or something
12 like that.

13 Yes, it came back to us. We had it back. I don't
14 deny that at all. But it is having it out there for those
15 three months that was hard.

16 **COMMISSIONER ARGENZIANO:** Mr. Chairman, one other
17 point.

18 **CHAIRMAN CARTER:** Commissioner Argenziano.

19 **COMMISSIONER ARGENZIANO:** The word unlimited, and,
20 Staff, correct me if I get this wrong, the reason it says
21 unlimited is because, from what I read and what I understand,
22 is that the statutes, meaning the law, mandates that they could
23 even go for a much higher amount than their interim rates. So
24 that's in the statutes, that's what the legislature, the
25 policymakers have put into the statutes. So I agree with you,

1 the language is very -- we have heard from so many different
2 people, what do you mean unlimited? Unlimited to me means
3 exactly what I think it means, they can go wherever they want.
4 But just so you know, that is another thing that's mandated by
5 the legislature.

6 So in talking to your legislators, you might want to
7 talk to them about some of that. And after the meeting, if you
8 are still here, I would love to talk to you about the wells and
9 private wells. And I'm not going to belabor this. My
10 colleagues know this has been an issue for me for a long time,
11 and the water company probably hates me for saying this,
12 because if you have -- if you can't pay your water bill, I
13 think to sustain life you have to drink water.

14 **MS. ELLIS:** Right.

15 **COMMISSIONER ARGENZIANO:** And to me I have a real
16 hard time with not being able to sink a well then and getting
17 your own water, and you taking the chance of whatever you are
18 getting out of the aquifer, because we are in an area here that
19 this has been an agricultural area for many, many years.

20 **MS. ELLIS:** Right.

21 **COMMISSIONER ARGENZIANO:** And sometimes it's very
22 important and the counties sometimes or the cities decide that
23 you need to have -- because of the quality of water, you need
24 to have a water company coming in and treating that water
25 making sure that the public is safe. But in times when maybe

1 you can't afford water anymore and you are prohibited from
2 sinking a well, something is not right there.

3 **MS. ELLIS:** Well, on top of that we live in
4 Zephyrhills, and everywhere you go there's Zephyrhills water.

5 **COMMISSIONER ARGENZIANO:** I know.

6 **MS. ELLIS:** And we're buying bottled Zephyrhills
7 water in order to drink good water. It's just -- and we have
8 people -- we lived up north, and we have people come down from
9 the north, and we say, oh, don't drink any water. Like someone
10 who comes in has dentures, and I won't even let them soak
11 dentures in that water. I know they put chemicals of their own
12 in that water, but they know what they are putting in that
13 water. And they don't know -- we don't really know what is in
14 our water to make it look -- to make it not be as clear as we
15 would like it to be.

16 And then it does get a little scary when our tests
17 never came back. If the tests had come back, we would have
18 believed whatever they said, but we got nothing back from our
19 tests. So we have to assume that either they didn't do it,
20 because we weren't important enough to do it, or they were done
21 and they didn't want to reveal what the tests showed. Either
22 way, we don't know.

23 **COMMISSIONER ARGENZIANO:** We are going to look at
24 what happened with those tests. But I also would suggest using
25 the Department of Health and try to find out, just to make sure

1 for your own peace of mind that you have, you know,
2 bacteria-free water.

3 MS. ELLIS: Right.

4 COMMISSIONER ARGENZIANO: Thank you.

5 CHAIRMAN CARTER: Thank you, Ms. Ellis.

6 THE WITNESS: Thank you.

7 MR. ALEXAKOS: Mr. Chairman.

8 CHAIRMAN CARTER: Yes, sir.

9 MR. ALEXAKOS: Could the volume be turned up a little
10 bit on the speaker for the gentlemen from Aqua here, because we
11 can't hear a thing back here. He has a soft voice.

12 CHAIRMAN CARTER: Oh, that's our staff. He's not
13 from Aqua. He's our staff, one of our staff members. We'll
14 just have to tell him to get a little closer to the microphone.

15 MR. ALEXAKOS: Thank you.

16 MS. KLANCKE: Mr. Chairman.

17 CHAIRMAN CARTER: Yes, ma'am.

18 MS. KLANCKE: We have -- Mr. Brown has provided us
19 with copies of Lewis Hines' bills that we examined earlier.
20 And for the purposes of completeness of the record, I would
21 like it to be marked as Exhibit 15.

22 CHAIRMAN CARTER: Mr. Hines will be Exhibit 15.

23 MS. KLANCKE: Thank you.

24 CHAIRMAN CARTER: Thank you. And then, as we get --
25 because of the nature, we want to make sure we get closer to

1 the mike so everyone can hear us.

2 Commissioners, anything further?

3 Show it done without objection.

4 (Exhibit 15 marked for identification.)

5 **CHAIRMAN CARTER:** Mr. Beck.

6 **MR. BECK:** Mr. Chairman, the next customer is Robert
7 Ellis.

8 ROBERT ELLIS

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

11 DIRECT STATEMENT

12 **MR. ELLIS:** Good morning. I'm Robert Ellis. I am
13 from Zephyrhills Estates, 4600 Clarice Avenue. That was my
14 wife that was up, and I'm not going to repeat everything she
15 said, hopefully. But I'm here as President of the Homeowners
16 Association just to speak to -- that we have a lot of the same
17 concerns. They have been out and had meetings with us, and
18 they are working on trying to straighten out the bill
19 situation, but we are still having some problems. Part of that
20 is, I think, a lot of miscommunication, too, getting that
21 information to them when there is a problem, because I don't
22 get the information. So I can't give it to them if I don't get
23 it.

24 Part of the problem is, as my wife said, two-thirds
25 of the people go north, and we don't hear a thing from them

1 until they come back. And then they are all up in arms, and by
2 then it's too late. We need to work better ourselves on
3 communications, and we are trying to do that.

4 But we are not -- we are not against them making a
5 profit, and we are not saying that they are giving us water
6 that is not bacteria free and like that. There is -- I don't
7 know, it's once a year, is it, that we get a letter with the
8 results of the water tests. So that is being done at least
9 once a year that we get a report, but whether it is being done
10 more than that, I don't know. But that was a question that you
11 had asked.

12 **COMMISSIONER ARGENZIANO:** Thank you.

13 **MR. ELLIS:** Some of these things are communication
14 problems with these bills and things. When there's a problem,
15 some of the people just don't make that call. And we have been
16 trying to work on that end trying to get people, when you have
17 a problem, to let them know so they know they have a problem.
18 And I think, you know, on their behalf that's part of the
19 problem, too.

20 But when we say we can't drink the water, it is not
21 because we think they are giving us something bad there, it's
22 what's left over after they have cleaned it to the extent that
23 they need clean it to ship it to us. But there is still
24 sediments and things like that that even maybe if the water
25 company could educate us on what that is that we are getting,

1 it would be a help.

2 I guess that's all I've got to say. My wife said
3 most of the other stuff.

4 **CHAIRMAN CARTER:** Thank you, Mr. Ellis. If you would
5 wait for one second.

6 **MR. ELLIS:** Yes.

7 **CHAIRMAN CARTER:** Commissioner Argenziano.

8 **COMMISSIONER ARGENZIANO:** Thank you, Mr. Ellis. I
9 would agree, I think the company could do a little bit more
10 outreach on telling the people what that sediment is, whether
11 it's calcium deposits or what it is, that would make them feel
12 a little bit better anyway, and I did want to point that out.

13 The other thing I have heard a couple of people
14 say -- sorry, they have these really short microphones here. I
15 heard a number of people say that when the residents, the snow
16 birds are up north they don't get any notices. And I am
17 wondering, are their bills sent up north and can't they get
18 notices through the billing system? Isn't that what you would
19 do?

20 **MR. FRANKLIN:** Commissioner, we do. We send bills --
21 if the customer requests it, we do send the bills north. We do
22 send notices, as well. If there's something important to the
23 customer we can send that to the same address.

24 **COMMISSIONER ARGENZIANO:** Okay. Because I hear that
25 the snow birds don't know until they get back and I'm not sure

1 if I'm hearing that right.

2 **MR. ELLIS:** Well, it's they don't complain until they
3 come back. That's part of what -- you know, they need to
4 educate themselves, also.

5 **COMMISSIONER ARGENZIANO:** Okay. All right. Thank
6 you.

7 **MR. ELLIS:** It is not always the water company's
8 problem, but --

9 **COMMISSIONER ARGENZIANO:** Thank you.

10 **MR. ELLIS:** -- they get blamed.

11 **CHAIRMAN CARTER:** Mr. Franklin.

12 **MR. FRANKLIN:** Commissioner, to clarify your
13 question, we did send the notices for the rate case to the
14 homes.

15 **MR. ELLIS:** Yes.

16 **COMMISSIONER ARGENZIANO:** Okay. Right. Thank you.

17 **CHAIRMAN CARTER:** Commissioners, anything further?
18 Mr. Beck. Staff.

19 **MS. KLANCKE:** I just have a couple of quick questions
20 with regard to the consumer confidence report. Was that the
21 document that you received which analyzed what your water
22 contains that you spoke of earlier?

23 **MR. ELLIS:** Yes.

24 **MS. KLANCKE:** And you received that, and the members
25 of the --

1 **MR. ELLIS:** We get it as individuals, yes.

2 **MS. KLANCKE:** The American Condo Park residents
3 received that analysis of the water that was contained in that
4 report?

5 **MR. ELLIS:** I assume they do. I'm from Zephyr
6 Shores.

7 **MS. KLANCKE:** Oh, I'm sorry. I just wanted to follow
8 up and make sure.

9 **MR. ELLIS:** I think we are on the same well with
10 American Condo.

11 **MS. KLANCKE:** Because, as we discussed earlier,
12 although the Department of Environment Protection has primary
13 jurisdiction over that analysis, I just wanted to make sure
14 that the people here are receiving it as is required.

15 **MR. ELLIS:** Yes. It's not always easy to understand
16 what you are looking at, but, yes, we do get it.

17 **MS. KLANCKE:** Thank you.

18 **CHAIRMAN CARTER:** Anything further?

19 Thank you, Mr. Ellis.

20 Mr. Beck.

21 **MR. BECK:** Thank you, Mr. Chairman.

22 The next customer is Janet McLaurin.

23 JANET MCLAURIN

24 appeared as a witness and, swearing to tell the truth,
25 testified as follows:

DIRECT STATEMENT

1
2 **MS. McLAURIN:** Good morning, panel and audience. My
3 name is Janet McLaurin. My husband and I purchased what we
4 hoped would be a retirement property at Rosalie Oaks, 4 Rosalie
5 Oaks Boulevard.

6 The first thing I want to open with is the interest
7 of the time of the scheduling of these meetings. And I guess
8 it gets based on when the filings are for increases, because it
9 seems conveniently that about 75 percent of our community, as
10 well as, I guess, some of these others are people who are
11 living in the north right now, so they have no opportunity to
12 come and speak. So we are their spokespersons, the few of us
13 that are here.

14 Also, the time. We do have a couple of folks in our
15 community that are working people, so they are unable to be
16 here. Not only are their utility bills going up, but they are
17 having to stay at their jobs to be able to afford them. They
18 cannot take time off of work to attend a meeting like this at
19 10:00 in the morning.

20 My husband and I, as I said, purchased our property
21 in February of 2002. At that time we researched. Utilities
22 were very reasonable in the community. The taxes in Polk
23 County were reasonable. And now we are actually considering
24 other retirement plans, because everything is just getting
25 outrageous, and it does no longer fit our retirement income.

1 Currently we are using our property at Rosalie Oaks
2 Boulevard mostly on the weekends, Friday through Sunday. Our
3 church -- we selected a church in the area, and so we come down
4 for church on the weekends. Then, I took a look, and from
5 approximately July of 2003 until October of 2006, our water
6 utility bills at that time were paid to Crystal River
7 Utilities. I believe Aqua may have been involved with that
8 company at the time, I'm not sure. But I did average out the
9 bills over that period of just a little over three years, and
10 the bills were averaged between 26 and \$36, and that was on a
11 normal weekend usage amount.

12 One of my concerns has been the overestimating of
13 bills, which, I guess, has been presented already. My husband
14 and I currently use an average of 1,000 to 1,100 gallons of
15 water when we are there on the weekend. On January of '07, we
16 received an estimated bill of 2,200 gallons of water, and that
17 bill was for the amount of \$52.97. The next month, in
18 February, our actual reading bill was 600 gallons. Of course,
19 we paid a premium for the overestimated water on the prior
20 month, but we received no rebate on that premium.

21 In May of '08 -- now, people were saying our bill is
22 still being estimated. In May of '08, we received an estimated
23 bill for 1,400 gallons of water. On that bill there was an
24 additional charge of \$8.04 for the sewer and \$1.65 for water.
25 Now, that does sound minimal, but how many people received this

1 charge and are never refunded this type of a charge.

2 I did write a letter to the Commission in June, and I
3 did receive a response. Aqua Source contacted me and
4 graciously gave a \$5 credit for that problem that had occurred
5 on other bills, I had just not brought it to their attention.
6 So my next bill will have a \$5 credit for that misreading.

7 Secondly, I just -- I know this has been brought up,
8 also, but the outrageous increases. In April of '08, Aqua
9 received 3.99 percent on water and an additional 4.52 percent
10 on the wastewater. Overall this would be an 8-1/2 percent
11 increase to our bills, and this is just the interim increase.
12 Florida Power this year just announced that it received a
13 4 percent increase for the whole year of 2008 and a 4 percent
14 increase for the year of 2009. That is the entire increase
15 that they have received from the Commission.

16 Also, I have attached, and I will give samples for
17 record, an April '08 water bill that I received -- I'm sorry, a
18 February 2007 water bill that I received in the amount of
19 1,100 gallons. The actual total bill was \$29.84. On January
20 2008, that's just about one year's time, I received a bill for
21 1,000 gallons of water, and that bill was \$52.15. The
22 multiplier was the same on both bills. So there are mistakes
23 being made on the billing system, and maybe they are to my
24 favor, maybe they are not to my favor. I just want to point
25 out that, you know, there are times when I'm a loser, because

1 the bills are not being properly calculated.

2 I have copies of those two bills so that you can see
3 that the multipliers are the same. The gallons are only 100
4 gallons difference, and the difference in the bill is from
5 \$29.84 to \$52.15. So it has been proved to me on several
6 billings that Aqua makes billing mistakes. I can't prove that
7 the mistakes are intentional, but they are costing customers a
8 great deal of money and stress. And, also, I never did receive
9 my refund from last year's interim bill rates in full. There
10 were mistakes on my refund return.

11 The last issue I have and probably the most important
12 is due to the water quality. I did write a letter to the
13 Commission, as I explained in June, and this was one of the
14 issues I addressed. I was referred to contact the Department
15 of Environmental Protection to take care of this issue.
16 However, I do feel that this does pertain to this case, because
17 if we can't drink the water, we shouldn't have to pay for it.

18 I haul my water every weekend that I drink. I will
19 not consume this water. If I could get a staff assistant, I
20 have a couple of photos that I brought on a CD. These are two
21 photos that I took. Like I said, normally we are just down
22 there on Friday, Saturday, and Sunday. I clean the toilets
23 before we leave, and this photo was taken after, you know, a
24 few -- four days of being gone from my residence. This is what
25 I see when I open my toilets.

1 That is an example of what my toilet looks like after
2 just being gone for a few days and the toilet is not flushed.
3 This is just a photo of the water that I have to haul every
4 weekend in order to drink. This comes from -- that water comes
5 from a private well in Kissimmee, by the way, my permanent
6 residence. Right now the water is excellent. There is no
7 filtration on it whatsoever, and I do not get black toilet
8 rings when I return to that residence. This is the other
9 toilet just to show you the sediment comes into both toilets
10 every single week.

11 And in closing, I just want to say that this is a
12 form that I sent to the Commission a year ago, so I'm just
13 going to summarize with it. We purchased this property five
14 years ago as our retirement home. We carefully researched
15 around Florida to obtain a home with affordable property tax,
16 utilities, et cetera, to fit our income expectations. We
17 understand that fair increases are to be expected, but not
18 triple and quadruple increases, because that is not fair. And
19 in a retirement community, it is very cruel punishment to
20 senior citizens who already have medical costs skyrocketing.
21 Water is a life sustaining commodity. Without it, life is not
22 possible.

23 Please do not allow this wealthy company, Aqua
24 Source, permission to increase water bills at any other amount
25 other than a public utility is allotted for increases. As our

1 defender of rights, you alone can stop this injustice in our
2 community and in many others.

3 Thank you.

4 **CHAIRMAN CARTER:** Thank you, Ms. McLaurin.

5 And also the information she has used for an exhibit,
6 Commissioners, that will be Exhibit Number 15, and I think that
7 you said we can keep the CD.

8 **MS. McLAURIN:** Yes, please do.

9 **CHAIRMAN CARTER:** That will all be part of the
10 exhibit, Composite Exhibit 15.

11 Do not go, Ms. McLaurin.

12 Commissioner Argenziano.

13 **COMMISSIONER ARGENZIANO:** Yes.

14 **CHAIRMAN CARTER:** Oh, Exhibit 16. I'm sorry.
15 Exhibit 16. Thank you.

16 (Exhibit Number 16 marked for identification.)

17 **COMMISSIONER ARGENZIANO:** Just for the meeting
18 schedules, we try to stagger the meetings. Last night we had a
19 6:00 o'clock meeting. And we try. Unfortunately, we had to
20 make this a 10:00 o'clock meeting. This kind of budget year, a
21 bad budget year, they are kind of clamping down on travel, so
22 we try to stagger them. And I understand that working people
23 just can't take off. They can't afford to do that. But if you
24 know someone, if you would grab a handful of these and tell
25 them that, we will put these into the record, and we understand

1 that they couldn't be here because they had to work. If you
2 could grab a bunch of these and get them to anybody that you
3 know of that would like to comment, we would love to have them.

4 **MS. McLaurin:** I thank you. I will do that. Last
5 year I distributed those to almost half the community, so I
6 will do that again.

7 **COMMISSIONER ARGENZIANO:** Thank you.

8 **CHAIRMAN CARTER:** Thank you. One second. Okay.

9 Commissioners, we have one court reporter, and we
10 have been going for a little while here, so I do want to give
11 her a break, but I don't want you all to go anyplace. We want
12 to hear from all of you. We want to give her -- let's give her
13 an opportunity to go to the necessary room and do what she
14 needs to do, and then we will come back in and take up again.
15 So at that point in time, we will come back with our next
16 speaker.

17 Mr. Beck, did you have any questions for
18 Ms. McLaurin?

19 **MR. BECK:** No.

20 **CHAIRMAN CARTER:** And we have got -- Staff, make sure
21 we have got the exhibits numbered properly. Was that Exhibit
22 16?

23 **MS. KLANCKE:** Exhibit 16.

24 **CHAIRMAN CARTER:** So I am looking at 11:42. Come
25 back at 11:50. I mean -- yeah, 11:50, ten minutes.

1 (Recess.)

2 **CHAIRMAN CARTER:** We are back on the record. And
3 before we go further, we have a housekeeping matter.

4 Commissioners, what should be marked as Exhibit 17,
5 this will go with Mr. Alexakos, which was our first witness, so
6 this will be added as Exhibit 17 as a statement. Thank you.

7 (Exhibit Number 17 marked for identification.)

8 **CHAIRMAN CARTER:** With that, Mr. Beck.

9 **MR. BECK:** Thank you, Mr. Chairman.

10 The next customer is Michael Flynn.

11 **CHAIRMAN CARTER:** Say again, please.

12 **MR. BECK:** Michael Flynn.

13 **CHAIRMAN CARTER:** Michael Flynn.

14 **MICHAEL FLYNN**

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

17 **DIRECT STATEMENT**

18 **MR. FLYNN:** Ladies and gentlemen, my name is Michael
19 Flynn. I actually reside in Osceola County, but I have a
20 residence in Lake Rosalie Oaks. It's 5 Rosalie Oaks Boulevard.
21 Like the McLaurins, my wife and I purchased that as a
22 retirement home. We have our home in Osceola County up for
23 sale, but we all know how home sales are going right now. We
24 have had it on the market for a year and have never had one
25 looker yet. So when that sells, our intentions were to move to

1 Lake Rosalie Oaks.

2 Well, I purchased some vacant land in Rosalie Oaks,
3 and I moved a mobile home on there in 2003, the beginning of
4 the 2003. At that time, I requested from Aqua Utilities to
5 send someone out to show me where the sewer line was so I could
6 connect up to it. And no one ever came. And so I started
7 digging because it was time to hook into the sewer. And I
8 found the sewer line after I dug for several hours and maybe
9 even days, I don't remember exactly. And after I hooked in, I
10 got a bill in the mail for \$1,500 for connecting up to their
11 sewer. I called them up to ask them what that was for. They
12 said they are allowed to charge that much money. I guess my
13 question then was what did they do with the \$1,500, because if
14 they had improvements to make, they could have used it for
15 that.

16 But I continued to pay my bills in water all the way
17 up until last year's meeting in June. And the Public Service
18 Commission, I have the paper here for it, requested for some
19 reason after that meeting in June that my meter be changed. So
20 out come people from Aqua Source. And this is the paper from
21 them with the old meter reading on it and then the new meter
22 reading when they installed the meter.

23 Well, my wife takes care of the bills, so I didn't
24 pay much attention to it. But in January she came to me, and
25 she said, do we have a water leak? We used 9,200 gallons of

1 water in January. I said, well, that can't be right. I went
2 out and read the water meter, it read 5,880 gallons. I called
3 up Aqua Utilities, and I said, look, something is wrong here.
4 You're saying I used 9,200 gallons of water in one month. I
5 haven't even used 9,200 gallons of water since the meter was
6 installed last July.

7 Now, if you think back, L. F. Hines said his meter
8 was changed out in July. The problem is they never recorded
9 the changing out of the meter, so consequently they falsified
10 documents all the way up until June of this year when I finally
11 got it straightened out. I talked to a Mrs. Harris, who was a
12 customer service supervisor at Aqua after several calls talking
13 to different people in their customer service. Roger, for one,
14 I spoke to him on the 22nd of February. I gave him a meter
15 reading of 5,880 gallons. When I got my bill the next month --
16 he said don't pay the bill, we are going to get this
17 straightened out.

18 When I got my bill the next month it read 58,800.
19 Not 5,880, but 58,800 gallons. I called them up the next
20 month, went through the same thing with someone else.
21 Explained to them, look, my meter was changed out last July on
22 the 18th. And I called Neptune, because I thought I was
23 reading the meter wrong. You know, I never read water meters
24 before. So I called Neptune, and I had them fax me a copy of
25 how to read your meter. Well, it reads just like the odometer

1 on your car. You can't make a mistake. The only thing is it
2 doesn't read one gallon at a time. The first digit on the
3 right, actually changes when ten gallons go through the meter.

4 So I called someone up in their collections
5 department, because I was getting -- I was refusing to pay my
6 bill, because I wasn't paying for something that I don't owe.
7 I wanted this straightened out. So I got a ten-day shutoff
8 notice. They're going to shut my water off. I called my
9 lawyer first, because I wanted to know what I could do about
10 this. They're wrong; I'm right.

11 I talked to someone in their collections department.
12 I said, look, my meter right now at this time reads 000720.
13 Now, there is another zero after that, because in the meter
14 there is what they call a fixed zero. It's a painted on zero
15 on the face of the meter, so it was really 7,200 gallons. She
16 said that is 72,000. I said, look, the first digit on the far
17 left is one million, the next one is 100,000, and the third
18 zero would be 10,000. They all read zeros, so it is 000720.
19 How do you get 72,000 gallons out of that? She said that's
20 what it is.

21 I said, in other words, you are calling me a liar,
22 right? I said, I will fax you a digital photograph of the face
23 of my meter, and I will fax you a copy on how to read the
24 meter, because, obviously, you don't know how to read a meter.
25 You work for a company that sells water, and you don't even

1 know how to read your own meter. She said, don't bother, I'm
2 not interested. This is the kind of customer service that
3 these people have.

4 Anyways, I finally got ahold of a very nice lady. I
5 happen to be a Christian myself, and it turns out that this
6 lady was a Christian. Her name is Mrs. Harris. She helped me
7 through this. And this is in June, after January, February,
8 March, April, and May of calling this company trying to get
9 this resolved. Getting shut off notices. I finally got ahold
10 of a lady who helped me. And she said, I see the problem.
11 They forgot to record the change of your meter. So in
12 actuality if you looked at my bills, they falsified documents
13 to make up for their mistake all the way through up until June
14 of this year. And then finally the light bulb came on. Oops,
15 we made a mistake. But to this day I have never had anybody
16 call me up and say, Mr. Flynn, you know what, we're sorry we
17 messed up. And that really bothers me.

18 If this integrity -- and, you know, I worked for a
19 company who had integrity. I retired from Walt Disney World.
20 Now people can say what they want about Disney, but they teach
21 ethics and they teach integrity, and this company does not have
22 integrity.

23 **CHAIRMAN CARTER:** One second, Mr. Flynn.

24 Commissioner Argenziano.

25 **COMMISSIONER ARGENZIANO:** Thank you, Mr. Chairman.

1 Mr. Flynn, could you tell me the date of when the
2 occurrence -- when you were calling around, when that was or
3 when you spoke to Ms. Harris?

4 **MR. FLYNN:** Well, I did write down some of the people
5 that I spoke with here. Let's see, Mrs. Harris.

6 **COMMISSIONER ARGENZIANO:** I'm trying to figure out
7 around what time of year. Was it last year, this year, right
8 after the meter --

9 **MR. FLYNN:** Well, it was in 2008 when this whole
10 thing started. It was January of 2008 when I got the bill for
11 9,200 gallons of water. That's this bill right here. It shows
12 9,200 gallons. The next month, after I called them in a 5,880
13 gallon reading, they billed me for another 6,700 gallons of
14 water.

15 My wife and I are there one to two days a week at the
16 most. And I told them, I said, I would have to be filling a
17 swimming pool every month in order to use this kind of water.
18 There is no possible way that this can be. I spoke to this
19 Roger guy at 3:45 p.m. on the 22nd of February. I wrote right
20 on here, he told me to disregard the bill, a correct one will
21 be coming. Well, the next month when I got my bill it was just
22 a continuation of the same problem.

23 I spoke with another lady on one of these bills here.
24 I don't know where it is at. I wrote her name down. And, the
25 Mrs. Harris one, I wrote her name down, too, because she

1 actually gave me her cell phone number. I, like L. F., called
2 several times and asked to speak to a supervisor. I asked to
3 have a supervisor meet me at my property so that we could read
4 the bill.

5 Let me tell you what they did. They sent this guy
6 out. I saw him pull up in his truck and get out. I walked up
7 to him, and I very patiently stood there while he ignored me
8 for at least five minutes. He didn't say I'll be with you in a
9 minute, sir, or anything. So I stood there, and I finally had
10 to approach him. I said, can you tell me why you are here? He
11 said, oh, I was just sent out to read your meter. I said,
12 well, okay. What does my meter read? And he told me what the
13 meter read, and I don't remember exactly what it was at the
14 time. But I said so we are in agreement that -- I'm just going
15 to throw a figure out here -- it's 6,800 gallons. And he said
16 yes. I said, well, can't you call that into your company and
17 tell them that this meter is reading 6,800 gallons, not 68,000?
18 And he said all I can do is put it in this little computer
19 here, and it goes off to them, and whatever they do with it is
20 their problem. Okay.

21 So I caught their maintenance guy. He drives a
22 big -- like a Chevrolet full-sized truck with a utility box on
23 the back of it. I called him over. He came and looked at my
24 meter. I said, can you tell me what my meter reading is. He
25 told me what it was. I don't remember what it was at that

1 time, because it was a different day than the other guy. And I
2 said, so we're in agreement that this is reading in thousands
3 of gallons, not tens of thousands of gallons. Is there
4 anything you can do to help me out here, because your company
5 keeps adding a zero every month at the end of my bill, and it's
6 reading in the tens of thousands of gallons, which it shouldn't
7 be.

8 And he said, well, I am the one that installed this
9 meter. He said, we are having a lot trouble -- this is their
10 only employee telling me this. We are having a lot of trouble
11 with them doing this with people, adding an extra zero at the
12 end. And I said, well, I said, I don't know what I can do.
13 Don't you guys have a supervisor that you report to? Well, our
14 supervisor is out on medical. I said, well, who do you report
15 to? He said, well, right now I guess we are just on our own.

16 **COMMISSIONER ARGENZIANO:** Mr. Chairman.

17 **CHAIRMAN CARTER:** Commissioner Argenziano.

18 **COMMISSIONER ARGENZIANO:** Since that time, has that
19 been corrected?

20 **MR. FLYNN:** Yes. I finally got a corrected bill.
21 But I will tell you what, you know, maybe I'm the only one in
22 this room, but these bills are extremely hard to make heads or
23 tails out of. I can't hardly even make out what is going on
24 with these bills. But this one bill -- let's see. They put
25 actual on it. Here is the bill where they finally corrected

1 it. This is the bill for June 16th. They are showing an
2 actual reading of 35,800 gallons was taken with the old meter,
3 but then it goes back to zero. Like L. F. said, his was zeroed
4 out at one time. And then they show 8,500 gallons of usage.
5 That was because they went back to what it really was, and now
6 they are up to what it should be, because by this time, which
7 was June of this year, I had actually used 8,500 gallons of
8 water. But that is 11 months worth of use I used 8,500 gallons
9 of water, not every month. That's 11 months worth of use.

10 Well, to go on with the story, right after that, and
11 it was my fault, I broke a water line up underneath the house.
12 And I actually spilled -- before I caught the water leak, I
13 spilled out about 8,500 gallons of water on the ground. And I
14 knew it was my fault. It was a poor job I did. I didn't
15 support the pipe enough up underneath there. I had been
16 working up underneath the house and a fitting cracked. Well, I
17 called Mrs. Harris on the phone again, because she is the only
18 lady that has ever tried to help me out in this thing.

19 I said, look, Mrs. Harris, I had a problem. I broke
20 a line. I spilled about -- you are going to see when my next
21 bill comes it's up near 17,000. I spilled out 8,500 gallons of
22 water on the ground. You know, I don't mind paying for that
23 water. I thought, you know, these people did this to me for
24 six months, put me through, basically, hell, excuse my
25 expression, for eight months. Excuse me, six months. Maybe

1 they will work with me a little bit on this water thing that I
2 did. Because, I'll tell you, one of their guys busted a water
3 line out in front of my house and water -- you could see water
4 for five houses down spread all over the place. Who paid for
5 that water?

6 So I spilled 8,500 gallons of water onto the ground.
7 My fault. I admit it. I said, what can you do to help me out
8 here? She said, well, fax me a copy of the bills for the
9 fittings that you had to buy to fix this water leak, and I'll
10 see what I can do.

11 My bill came, no correction as far as -- I called her
12 up to ask what they did. Never returned a phone call back. I
13 don't know what they did. They still hit me for a \$58 sewer
14 charge for water that never went down their sewer. And, like I
15 said, to this day nobody has ever called me to say, you know,
16 Mr. Flynn, we're sorry. And a company with integrity would do
17 this. You know, we screwed up. We forgot to record your meter
18 change and, you know, we're sorry. And, you know, we just want
19 to make you happy here.

20 All I wanted was a little apology of some sort for
21 putting me through, basically, six months of hell. They don't
22 know the sleepless nights that I went through laying there
23 worrying about my water getting shut off. And just the bills
24 that they were sending me, shut off notices, and improper
25 bills, and no one talking to me. Being left on hold, being

1 told that someone would be with you. Asking for a supervisor
2 and never getting a call back from anybody. It is just -- this
3 is a poor company. This is not a good company.

4 **COMMISSIONER ARGENZIANO:** Mr. Chairman.

5 **CHAIRMAN CARTER:** Commissioner Argenziano.

6 **COMMISSIONER ARGENZIANO:** I guess at a lot of
7 meetings that we have been to over the course of this we have
8 heard a lot of that. When new meters were put in they were
9 reading -- maybe the company can elaborate a little bit more to
10 the customers what had happened, because there were a lot of
11 people who explained exactly what you just did about them
12 adding zeros, which, of course, exacerbated the already known
13 problems that you already had with the company and it didn't
14 help. And that's why I asked if it has been corrected since
15 then.

16 And customer service -- it sounds like Mrs. Harris
17 maybe should be promoted to the manager of customer service,
18 because maybe she could help you along the way. And sometimes
19 it really takes managerial oversight to get customer service
20 really rolling. And I hope that the company gets that message,
21 because we keep hearing customer service problems. And I
22 wonder in the interim, now that things have changed with your
23 meter being, the zeros, they are reading it correctly now from
24 what I gather?

25 **MR. FLYNN:** Yes, it's correct now according to the

1 new meter. This is one of those new electronic meters they
2 were talking about. I still wonder why if they've got an
3 electronic meter, they are getting out of their truck to go
4 read it. You know, I mean, if you can read it from the truck,
5 why bother getting out? But, anyway, that's their business if
6 they want -- but, again, I was up on the roof. I was pressure
7 washing my roof. Their meter reader guy, a young kid in a
8 truck pulled up, a little pickup truck. I said, hey, what's
9 the meter reading down there. He said 720. Now, they always
10 leave off the last zero, because that's the painted on one, so
11 it was 7,200.

12 I said so we are in agreement it is 7,200, right? I
13 said, are you going to send that in? He said sure. He said I
14 send it in every time I read it. When my estimated bill come
15 the next time it was reading 30,000-something gallons of water.
16 They still -- even though their own guys were reading the
17 meter, they were still putting the wrong numbers on the bills.

18 **COMMISSIONER ARGENZIANO:** Well, that was going to be
19 my second question to the company is that I have heard a lot of
20 times the customer say that the meter reader understood the
21 problem, but yet it wasn't getting corrected. Isn't there
22 something or some training that is given to meter readers to
23 say, hey, we keep having this problem. He must be -- he or she
24 must be reporting to someone. Isn't there a connection that
25 would stop a problem like that from growing and growing?

1 Because the guy out there that is looking and reading
2 the meter and hearing the problems is going to alert you to a
3 potential bigger problem much earlier. And isn't there a
4 mechanism that your company has to make sure that those guys at
5 the ground level are being heard?

6 **MR. FRANKLIN:** Yes. As a matter fact, we have made a
7 number of changes, Commissioner.

8 **CHAIRMAN CARTER:** Can you all hear?

9 **UNIDENTIFIED SPEAKER:** No.

10 **UNIDENTIFIED SPEAKER:** No.

11 **MR. FRANKLIN:** I guess the best thing to do is to
12 stand up.

13 We have made a number of changes to address these
14 issues. One, we have a contractor who actually installs most
15 of our meters. On the one office we installed our own meter,
16 but we have a contractor that does massive meter changeouts.
17 So those folks would give us accurate information, and every
18 meter has a serial number and every radio frequency device has
19 a serial number, and those need to match up in the computer
20 with what is actually in the property. And if for some reason
21 those numbers are not captured accurately, then the cross-match
22 is broken, and we have got to go out and fix it.

23 So what happens is even if the meter reader goes out
24 and gets the accurate reading, if we have the wrong meter in
25 the computer, the reads don't match and there is a disconnect.

1 And I think, I think that we have got that corrected. We have
2 a brand-new customer service manager who we hired early this
3 year. In fact, it was February I believe, who really
4 understands this and has really taken us to the next level.
5 And he is a local Florida customer service manager working with
6 Mrs. Harris, who is in our North Carolina call center. And I
7 believe that most of those issues are taken care of.

8 It was a common issue where that last zero was not
9 taken into consideration when we made the transfer. I believe
10 now we have fixed that problem, and I apologize --

11 **MR. FLYNN:** Don't you think six months to fix a
12 problem is just a little bit long?

13 **MR. FRANKLIN:** Unacceptable. Unacceptable.

14 **COMMISSIONER ARGENZIANO:** What I found, Mr. Chairman,
15 is that that was a nightmare of a problem for a lot of people.

16 **MR. FLYNN:** I will tell you, I was this close to
17 having my lawyer file a lawsuit against these people because of
18 mental stress.

19 **COMMISSIONER ARGENZIANO:** The impact upon the
20 customer was great. When you already had existing problems, it
21 compounded the problem. What I'm trying to get at now is if it
22 has cleared up since then, and if you have some mechanism for
23 customer service that really works. Because if I'm the meter
24 reader, and I have one customer after another telling me
25 something that's a problem, I would want to know that somebody

1 is teaching me to alert somebody who is going to pay attention
2 to that to try to stop a problem that would impact a customer
3 like that. And that's what I am looking for.

4 Is there some type of clear connection from your
5 meter reader to the manager to wherever it needs to go to say,
6 look, we have a potential problem here. Let's not let somebody
7 suffer for six months and cause a problem for the utility that
8 you don't need.

9 **MR. FRANKLIN:** Commissioner, we're trying to fix the
10 problem with a combination of local expertise and system
11 expertise. The serviceman was right, what we tried to do was
12 do this through a mechanism using a hand-held device at the
13 customer's home where it would be sent immediately up and is
14 marked as office follow-up, so the folks up there immediately
15 look at it and can make the correction.

16 One of the problems is that it's not unusual to see
17 spikes in southern company bills, in Florida bills. Therefore,
18 they are not always picked out. People fill a swimming pool,
19 whereas in the north everything is pretty steady. Maybe you
20 have a couple of jumps in a spring area, but very, very rarely.

21 In the south it is not unusual for people,
22 weekenders, or pool fillers, or seasonal customers to have
23 jumps. So it is not as easily identifiable when you are
24 looking at massive numbers of bills.

25 **COMMISSIONER ARGENZIANO:** Sure.

1 And, Mr. Chairman, if I can -- to his point, too, and
2 I know that what goes in a house you have to calculate as going
3 out as sewage. But if he could prove -- and I know that maybe
4 some people may not, but if he could prove that he had a
5 spillage, isn't there something that you could work with him
6 on? I know I'm putting you on the spot here. I don't know if
7 you can answer that, but I'm going to try when I can, because I
8 am the Public Service Commission.

9 **MR. FRANKLIN:** Yes. The answer is clearly yes, and I
10 think if you would spend a few minutes after the meeting, I
11 think we could -- that is a very fair thing to do.

12 **MR. FLYNN:** The other thing that I had to say, we've
13 had friends and family come over, you know, come over because
14 we are only there on the weekends usually. We have friends and
15 family come over. We've had several comments from the people,
16 you don't drink this water, do you? It smells terrible. It
17 tastes terrible. You know, they would go up to the tap and
18 pour themselves a glass and they'd take a little swig out of
19 it.

20 So, like the McLaurins -- I mean, you saw that
21 picture up there with the jugs. That's my wife and I every
22 weekend, carrying jugs of water, because we have a -- well, we
23 have a well that's absolutely amazing. I think I could bottle
24 it and sell it. And we carry it from Osceola County, up in the
25 four corners area down to Lake Wales. Every weekend we carry

1 our little jugs back and forth.

2 COMMISSIONER ARGENZIANO: Can I ask you something?

3 MR. FLYNN: Yes.

4 COMMISSIONER ARGENZIANO: I live in Citrus County,
5 and I used to live down the block. And I had -- both houses
6 are on a well, and I'm very grateful, because I don't want to
7 pay for water, and I understand that. But I chose to live
8 there, and I tested the wells. The first house I lived at it
9 was an unbelievable well. I had like spring water. And when I
10 moved to the house that is less than half a mile down the road,
11 I had stinky water. My well now had hydrogen sulfides and it
12 stunk. And a brand-new sink I put in was constantly black
13 because of that. And I had to put in an aerator. And the only
14 reason I mention that is because you can have different wells
15 from one place to another.

16 MR. FLYNN: And I understand that. But, you know, to
17 me we could all -- all of these people here, we could all spend
18 from 800 -- go to Sam's Club and get a whole-house filtration
19 system for 800 bucks, or you can call up Culligan, and they
20 will come put you one in for three grand. Everybody could do
21 that, but why don't they do that one time at the well?

22 COMMISSIONER ARGENZIANO: I've got you. I'm not
23 excusing the fact that that doesn't -- I'm trying to, in my
24 mind, as you heard me before, figure out what we have
25 responsibility for. The first thing, of course, is to make

1 sure that your water is safe to drink.

2 MR. FLYNN: Yes.

3 COMMISSIONER ARGENZIANO: The other things I don't
4 know about with DEP, as far as if they have the secondary for
5 the smells and the colors, and if it's not harmful, is that
6 okay. That I don't know, and I'm going to look into a little
7 bit more. And I do understand that if you are paying for it,
8 and at the time, and I hope the company is listening, when you
9 have compounded problems now, right after the meters were put
10 in more problems, the customer is not going to be very likely
11 to want to pay an increase and such a large increase when they
12 have that type of problem.

13 And maybe the company can share with us if they are
14 trying to do anything with the secondary issues, such as the
15 smelly water, or is there anything -- and indulge me, Mr.
16 Chairman, it may help a long way to better understand if the
17 company is making any kind of effort to change the quality as
18 far as aesthetics and smell and so on.

19 MR. FRANKLIN: It is an excellent question and one
20 that is a great struggle, because when you have multiple
21 community wells -- and I'm trying to say this in the right way
22 and in a respectful way -- it's a costly venture to put
23 filtration on, and that's really to get rid of some of the
24 stains we saw in the toilet, the manganese, and to get rid of
25 the calcification, some of those issues, that's the sand

1 filters, and for us to do that it would be very expensive.
2 Now, we can do that and, again, it may not be as expensive as
3 putting \$800 in every house, but if we do that, we need to be
4 able to recover the cost, and right now we are losing money in
5 this state.

6 And so all I can say, Commissioner, is over time we
7 would like to get to those issues. We are still on correcting,
8 you know, the hardest issues now. You know, some of the meters
9 we found were of 1970 vintage. We are really trying to upgrade
10 the company and all I can tell you is that over time we would
11 move toward that.

12 **MR. FLYNN:** Well, let me ask you this. I understand
13 what you are saying. I bought a -- if I bought a 1970 vintage
14 car, how many people here would volunteer to help me fix it up?
15 I don't see any hands. Anybody up here want to help me fix up
16 my antique car?

17 They knew what they were buying when they bought this
18 stuff. And so it's like the oil companies. You know, they go
19 strike oil, we have got to pay for the well and then we have
20 got to pay for the gas, too. They are doing the same thing
21 with the water. They're coming down here and they are buying
22 up all of these antiquated systems. They know exactly what
23 they are buying, and then they want to charge us for everything
24 for it.

25 I can understand that costs go up. That's very

1 understandable. They are going up for everybody. Anybody here
2 getting anything cheaper lately, because I know I'm not. The
3 thing about is when they bought all of these systems, they knew
4 what they were getting. And so, therefore, pay to fix them up.

5 **COMMISSIONER ARGENZIANO:** Can I answer that, because
6 I think this is very good to do. I think that you have to
7 understand what the statutes allow any company that comes in,
8 and whether you agree with it, or whether I agree with it or
9 not -- because I have been on the other side of this issue, and
10 argued this issue in the legislative process. But if the
11 statutes allow a company to come in and recover those costs,
12 then you can't blame the company. You have got to talk to your
13 legislators.

14 **MR. FLYNN:** Hey, that's life. You know, we are all
15 going to pay, plain and simple. We are all paying for
16 everything.

17 **COMMISSIONER ARGENZIANO:** But, again --

18 **MR. FLYNN:** But if you award these people the kind of
19 increase that they are asking for, we will be paying the
20 highest water bills in the state of Florida. My wife did some
21 research for Windermere, for -- let's see, what was it, it was
22 Windermere, Ocoee, and Winter Park. Windermere and Winter Park
23 are two upscale areas in Orlando. They don't pay the kind of
24 water bills that these people are asking. They don't even pay
25 half of what they are asking.

1 **COMMISSIONER ARGENZIANO:** Just let me remind you --
2 I'm sorry, Mr. Chairman -- that what they are asking is not
3 necessarily what they are going to get.

4 **MR. FLYNN:** Oh, I understand. Let's face it.

5 **COMMISSIONER ARGENZIANO:** That's why you are here
6 today.

7 **MR. FLYNN:** If they are asking for twice what they
8 really want, and they get half of it, they're going to be
9 happy. I mean, we're not stupid here. Is that it?

10 **CHAIRMAN CARTER:** Commissioner Skop.

11 **COMMISSIONER SKOP:** Thank you, Mr. Chairman.

12 And thank you, again, Mr. Flynn, for taking the time
13 to come speak to us. It's good to see you again, because I
14 think you were here the last time in Lakeland.

15 Just as a point of clarification, I think what you
16 are you are suggesting with respect to the acquisition of the
17 properties, that when they did their due diligence that they
18 should have known that they were in need of repair, and that
19 should have factored into the price, so they should have,
20 perhaps, bought them at a much lower price than what they paid
21 rate base for.

22 **MR. FLYNN:** I get a feeling they bought them pretty
23 cheap. If we really knew the truth here, I think they got them
24 pretty cheap. I just wanted -- you know, wanted to express the
25 fact that they are asking for a rate increase that's just

1 totally unreasonable. I understand that their costs have gone
2 up and that they need to show a profit. They are the largest
3 privately owned utility company in the United States. They are
4 buying places all over the country, I'm sure. And they need to
5 show a profit. It would only be fair to the company to show a
6 profit. But the kind of rate they are asking, not good.

7 **COMMISSIONER SKOP:** Thank you.

8 **CHAIRMAN CARTER:** Mr. Beck.

9 **MR. BECK:** Thank you, Mr. Chairman.

10 The next customers are Jim and Mary Pierce.

11 JIM AND MARY PIERCE

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

14 DIRECT STATEMENT

15 **MS. PIERCE:** We are the pierces. We live here in
16 Lakeland. We have property at 67 Rosalie Oaks Boulevard. We
17 purchased it in 2002. Enjoyed it for a short period of time.
18 Our health is not the greatest right now. We have put the
19 property up for sale. Have had no luck selling. We are not
20 using it. We are not using any water at all. And our bill for
21 July was \$29.22.

22 Now, I don't know whether I understand the bills
23 that -- what they are going to raise it to. But it is my
24 understanding that we will be paying \$67.18, and we are not
25 using any water because we are not going to the property.

1 That's more than double of what it is, and we're not using it.
2 The people have told me that you can't have it turned off
3 because it would be an extremely large amount of money to turn
4 it back on.

5 I can agree with everybody that has been up here on
6 the quality of the water. We carried our water from our home
7 up there. We never drank the water. We never cooked with the
8 water when we went. We go up occasionally to check out the
9 property, and I have to clean the stool every time. There is a
10 ring around it. I have to clean the stool, even though we
11 don't use it.

12 As far as the lady wondering about the wells and the
13 septic tanks, you know, when you live on the water like
14 Rosalie -- I don't know whether all of these other people are
15 on the water or not, but our lot is 50 by 125. You can't put a
16 well and a septic on that. Part of that 125 goes out into the
17 canal. There is no way that we could put a well down or put a
18 septic in. You know, we're hung. We have to pay the bill.

19 Last year when they overcharged, and they went to
20 refund, I could never understand their bills. I still can't
21 understand their bills to this day, but I have give up trying
22 to argue with them, because I had the same problem. You're put
23 on hold, you don't get an answer, they don't call you back. I
24 never did get an explanation. I just let them put on there
25 whatever they said for that month until it was out and then

1 your ring around the commode, Kaboom Neverscrub. It will keep
2 it from forming. But then what's forming in your kidneys?

3 You know, Florida has probably one of the highest
4 incidence of kidney stones in central Florida of anyplace
5 around. And so you are interested in the quality of the water,
6 but the mineral deposits are causing us trouble, too. And this
7 company is apparently not delivering potable water. Well,
8 maybe they need to. If they want to get this high rate, then
9 start buying our water. This gentleman here says they bought
10 the properties and now we need to catch up. But, sir, when did
11 you buy these properties?

12 **MR. FRANKLIN:** 2003 and 2004.

13 **MR. BLEAM:** You have been in here since 2003, but you
14 think that you should get a rate increase because the people
15 that operated those properties before didn't get a rate
16 increase. But they were making a profit, but you can't. You
17 look at this company, and I checked this morning, the stock on
18 this company this past 52 weeks was as high as \$26 and change.
19 Yesterday it closed at \$15.14. Futures on Dow Jones was off
20 this morning 40 points. They may go below 14. So there is a
21 lot of people that don't have much confidence in this company
22 to do what they should do.

23 You know, we're sitting here spending for the second
24 time a lot of my money, the taxpayers' money for an increase
25 that they know they are not going to get. Shoot for the moon.

1 And that's what they did the last time. And then they found
2 out that the rocket wasn't going to go off, so they pulled it
3 out. So now they are back here again shooting again for the
4 moon hoping that we will get more than what we really need.

5 And what do they need? You know, the latest figure
6 this morning on the Internet said the government projects an
7 increase in inflation this year of four and a half to five
8 percent. That's all. I went back and pulled the COLAs for all
9 the years back. The worst year back maybe was in '80, and the
10 COLA was only 14 percent. Yet here they are and they are
11 wanting -- I don't know what the percentage rate increase is
12 they want.

13 My opinion is if you can't make a profit with a
14 reasonable amount you need to get out of the state. I think it
15 would be better for us to float bonds and buy these things and
16 quit all of this monkeying around with them, because that is
17 exactly what it is going to be. The president -- or the CEO of
18 the company has already said if we can't make a profit on these
19 new things, we are going to prune them back. We are going to
20 get rid of them. Well, I think we need to escort him back to
21 the state line and tell him to keep going and do it ourselves.

22 I have here the rates -- well, first of all, they
23 have got an interim rate increase. They have already increased
24 the rates already. My sewer bill back in April was
25 \$26-and-something. In May it went to \$38-and-something. The

1 June bill went to 48. This is the basic bill, and they are
2 coming in here and saying, well, this is what our interim rate
3 is going to be. They have already increased their rates.
4 They've already increased the water rates.

5 And I think, you know, this idea of, well, if they
6 increase it too much and they have to give money back, then
7 they are going to have to give it back to us at six percent.
8 That is a cheap way to borrow money, man. Just take it from
9 your customers and give it back at six. I think the Commission
10 ought to put a 10 percent penalty on their overcharges to boot
11 to keep them from doing it, because it is cheap money.

12 I have here, and I will submit it to you, it comes
13 off the Internet, Polk County Utilities Department charges for
14 water. And I didn't know it until I got here today, but his
15 charge for wastewater is double what it would cost in Polk
16 County. Now, why should I pay taxes to Polk County and then
17 have to pay him twice as much as what they'll charge?

18 We are sitting here -- we're arguing about all kinds
19 of things, but the simplest thing is this is the Polk County
20 regulations for their water department. If you can't make a
21 profit on it, then leave. We don't have to discuss anything.
22 And it is an unusual thing, because his wastewater is \$45
23 roughly, and then \$8.73 per thousand over the top of it. And
24 the Polk County charge right now is 26.96 and \$4.84 per
25 thousand up to 7,000. Half.

1 And the one thing that I like about the Polk County,
2 this thing came out in '07, they have proposed a five percent
3 increase in their rates every year up until the year 2011. We
4 are going to come back here again next year and spend all of
5 this money? It's nice that you spend your money here in Polk
6 County and stay at our hotels and motels and eat the food and
7 everything else, but we ought to settle this thing some way so
8 we don't have to come back again. So I don't have to come back
9 again.

10 This gentleman said do you know of anything that has
11 gone down. Well, I found something that has gone down and I
12 hope other people do it. I have a condition called glaucoma,
13 and I have to buy medicine for it. So this last time I bought
14 it out of Canada. I bought it for less than what my insurance
15 company would pay for it, because it cost the insurance \$58 a
16 month. What did I get? I got the brand name. I got it from
17 New Zealand. A lot of you people would never do that, see.
18 But I'm a registered pharmacist. I know what I'm doing. I
19 would not ever help any one of you to do it, because they would
20 come after me, probably, and say don't you do that. And it's a
21 funny thing, because my insurance company said we will save you
22 \$10 if you buy three, and we guarantee to get your medicine to
23 you in seven days. I saved \$60 and got it from New Zealand in
24 nine days. Brand name made in Belgium.

25 So these people, they need a rate increase. But what

1 they need, huh-uh, not what they got. And I don't know where
2 you are going to go. I think that's about all I want to go. I
3 thought of a slogan that I used to see years ago on TV that
4 said, "We don't make it; we just improve it." Well, gentlemen,
5 you don't make it; you don't improve it. I would rather drink
6 this water -- I have had two kidney stones. I don't want to
7 get more kidney stones drinking your stuff. And you can't tell
8 that when you look at it, so. If there are any questions.

9 **CHAIRMAN CARTER:** Thank you, Mr. Bleam. The sheet
10 that you have with the Polk County Water Department --

11 **MR. BLEAM:** It's on the Internet.

12 **CHAIRMAN CARTER:** Did you want to submit that to us?

13 **MR. BLEAM:** You can have it.

14 **CHAIRMAN CARTER:** Thank you.

15 **MR. BLEAM:** But you can have it, too, on the
16 Internet. In fact, all of this information is on the Internet.

17 **CHAIRMAN CARTER:** Commissioners, that will be Exhibit
18 18.

19 (Exhibit Number 18 marked for identification.)

20 **MR. BLEAM:** I would think that the CEO of Aqua
21 Utilities, or Aqua Source, or MTR, or whatever you call it
22 would be doing more to make the company work. His salary,
23 according to what the Internet says, he makes \$8,000 a week.
24 Any of you here make 8,000 a week? That's not including the
25 extra perks and everything else. So I would like to make 8,000

1 a week sitting on my butt.

2 CHAIRMAN CARTER: Commissioner Skop.

3 COMMISSIONER SKOP: Thank you, Mr. Chairman.

4 Thank you, Mr. Blead, for coming again.

5 MR. BLEAM: I can't hear you.

6 COMMISSIONER SKOP: I'm sorry. We have to use these
7 short little mikes. Can you hear me now?

8 UNIDENTIFIED SPEAKER: Yes.

9 COMMISSIONER SKOP: I just wanted to thank you again
10 for coming out and expressing your concerns. It's good to see
11 you again. And your concerns are heartfelt, so thank you again
12 for expressing those.

13 MR. BLEAM: Okay.

14 CHAIRMAN CARTER: Thank you, Mr. Blead.

15 Mr. Beck.

16 MR. BECK: The next customer is William Webb.

17 WILLIAM WEBB

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

20 DIRECT STATEMENT

21 MR. WEBB: My name is William Webb, and I live at 74
22 Rosalie Oaks Boulevard. You have already heard a lot of
23 complaints already. The first thing, I want to thank all of
24 you ladies and gentlemen for coming and listening to us to
25 start with.

1 You know, the gentleman back over here, and I don't
2 remember his name, said they haven't had a raise in a decade.
3 Well, he's not getting the letters that I'm getting where I
4 live. Because, you know, they come up with statute number
5 so-and-so-and-so, we are allowed to do this and we are allowed
6 to bring you up this much. You have no say-so. There is no
7 meeting, no nothing. We know it, and I assume they do it.

8 You know, here a year ago we went through this same
9 thing. And they said, well, they overcharge you, but when it's
10 all said and done they will reverse it, you know, and send you
11 a check. Well, I never got a check, maybe somebody did. But
12 they were supposed to have knocked everything off. I'm
13 assuming they did, because I'm one of those people that takes
14 everybody's word unless, you know, for some reason I shouldn't.

15 But, you know, the gasoline bill, there's nothing
16 even the government can do about it. But this water bill, this
17 increase, we're talking about 83 percent to 125 percent for
18 sewage is what they showed this morning, and there's something
19 you guys can do about it. And all I ask you to do is make the
20 right consideration.

21 **CHAIRMAN CARTER:** Thank you, Mr. Webb.

22 Mr. Devlin.

23 **MR. DEVLIN:** Mr. Chairman, I think several of the
24 customers have brought up over the course of the day that there
25 have been other increases in rates in April. And Lydia Roberts

1 here has done some research, and we have found out that it
2 looks like it's primarily due to Polk County Utilities
3 Department increasing their rates. I have a resolution in
4 front of me, in November of 2007, and then they did sell water
5 to the Aqua systems in Polk County, as I understand it. So
6 Aqua's water purchases went up in the first part of this year
7 and then they came and increased the rates to the customers.
8 So really the rate increase that the customers are talking
9 about in April is as a result of the Polk County Utilities
10 Department increasing their rates when they sell water to Aqua.
11 I just wanted to clarify that.

12 **MR. WEBB:** Pardon me. Last year it was brought up
13 the profit that they made, although I didn't hear it today.
14 But he says we are not making no money. But believe you me,
15 they are making money and everybody knows it. Their rates are
16 already high enough.

17 And back to say a little word about the water meters.
18 I mow mine every week, the bill changes from up and down, and
19 one thing and another, but I don't know how they can read it.
20 Anybody got any questions?

21 **CHAIRMAN CARTER:** Thank you, Mr. Webb.

22 Mr. Beck, let me ask you this, on the matter for the
23 resolution that Mr. Devlin mentioned, what is your pleasure on
24 that? Do you want that on the record?

25 **MR. BECK:** The Polk County Resolution? Certainly. I

1 There's about 110 of them on Rosalie Oaks Boulevard. They all
2 look alike. Okay.

3 About three years ago the valve that I use, my
4 personal valve, started malfunctioning that I used to cut the
5 water off. I cut it off every weekend when I leave. So I
6 called the water company and they said, well, we'll put that on
7 our to-do list and we will get -- well, backing up a little
8 bit. I was going to turn off your main valve, and it was froze
9 up. It wouldn't turn off. So I called them and told them.
10 They said, we'll someone out to change it. Well, a month later
11 it's the same way. I called them again. They said, we'll get
12 somebody out to change it. I called them again a month later,
13 and they said we'll get somebody out to change that for you.
14 You should have reported it sooner. I said, well, I believe
15 I've reported it two or three times. And they said, we have no
16 record of it. So I told them, well, do what you can do.

17 So I saw one of their field men. I don't know if he
18 was a maintenance man or what his position was. I told him
19 about it, and he said don't call them back anymore. They are
20 not going to do anything. He said give me about a week, and I
21 will have you a brand-new valve in there where you can shut it
22 off so you can make the repairs to your system. So he did.
23 But I got no response at all from their office, none.

24 So last Saturday I decided I'd do a little checking
25 around to see how the rates here compared to some rates around.

1 So I have a brother who lives in Henderson, Nevada. Which I
2 don't know if you know where Henderson, Nevada, is; Henderson
3 is the same thing to Las Vegas as Auburndale is to Winter
4 Haven. It's all one city. So I called him Saturday, and I
5 said, what does your -- what does your base water and sewage
6 disposal run? And he said, well, you know, come to think of
7 it, now that you have mentioned it, I'm sitting at my desk, let
8 me look. So he had his bill that just come the day before. He
9 said, well, I've got a bill here for about \$80, but I had to
10 add a lot of water to my swimming pool, and I have also got
11 some new sod out front that I've been watering. I said, no,
12 see if you can find what your base bill would be if you didn't
13 use any water. And he looked around, and he said about a
14 little less than \$40. Now, this is in Las Vegas, one of the
15 more expensive places to live, so I think we're kind of being
16 taken to the cleaners a little bit.

17 I don't drink this water. When I make ice cubes, I
18 use bottled water to make my ice cubes, because when I drink a
19 glass of ice tea, when I get right down to the bottom of it, I
20 start drinking the melted ice, you know, sitting there
21 drinking, looking at TV, you know, I don't drink beer and I
22 don't drink liquor, I just drink ice tea. Well, when you get
23 right down to the bottom of it, you're drinking sludge. It's
24 the most ridiculous tasting stuff you have ever seen in your
25 life.

1 So I'm not going to hold you up all day. I just
2 wanted to pass that on to you. Let me see if I wrote any more
3 notes down here. Oh, I don't know how often they're supposed
4 to read the meters, but mine sits down in a black box about
5 this deep in the dirt, and there are some toads that live in
6 there. And I don't know why they pick that area to live, but
7 they do, and they pile dirt up. They are continuously piling
8 dirt up. I don't know what is with them or why they do it, but
9 they do. But that same dirt has been piled on that meter for
10 month after month after month.

11 So one day I looked in there, and it had been cleaned
12 off. I said, well, I guess they did the annual reading. So I
13 just put the dirt -- just put it right back over the glass and
14 started watching it month after month after month. But I'm
15 getting bills saying this was an actual reading. It ain't been
16 read.

17 Well, I stood under my neighbor's carport one day
18 when the meter reader came by. He read the meter at 57 Rosalie
19 Oaks. He jumped back in his vehicle, and went right on past
20 56, 55, 54, 53, and so forth, and stopped down the road and
21 read one. I don't know what their method is. Maybe they don't
22 read them all the same day. Maybe they have got some kind of a
23 system for reading them.

24 So that's all I have to say. I will let the next
25 person get up and complain a little bit. Sorry if I was

1 redundant. I know you have heard it over and over and over,
2 but that's the way it is.

3 **CHAIRMAN CARTER:** Thank you, Mr. Harwell.

4 **MR. HARWELL:** Questions?

5 **MR. BECK:** Mr. Harwell, do you have one of the new
6 meters?

7 **MR. HARWELL:** No, I do not. Not unless they put it
8 on there since this past Friday, because I'm only there --
9 usually I get there on Friday and leave on Saturday afternoon.
10 I usually have one day over here.

11 **MR. BECK:** Thank you.

12 **MR. HARWELL:** Okay.

13 **CHAIRMAN CARTER:** Thank you.

14 Mr. Beck.

15 **THE WITNESS:** The next customers are Gwen and Charles
16 Bass. Gwen and Charles Bass.

17 **GWEN AND CHARLES BASS**

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

20 **DIRECT STATEMENT**

21 **MR. BASS:** Good afternoon, ladies and gentlemen. I
22 won't detain you long. I'm Charles Bass. I'm here with my
23 wife and several people from Rosalie Oaks. I'm at Lot 78. We
24 use approximately 6,000 gallons of water, not a month, but a
25 year. We do not intend to use anymore than that. We don't

1 live there. We live in Plant City.

2 I've got statements here showing how much we used.
3 In January we didn't use any, but we got charged for it. In
4 February we used 200 gallons, and we got charged for it. In
5 March I believe we used 300 gallons. We got charged for it.
6 In April we used a little more, but it was 34 days; it went 27
7 days, then it went to 34 days.

8 My wife pressure treated -- not pressure treated, but
9 pressure cleaned the driveway and stuff, and that is probably
10 where the water went. We have been down here 17 years, and if
11 Aqua would increase their product, they would have no trouble
12 selling it. But some of this committee was here last year, and
13 they're hearing the same thing today that they did last year.
14 If we meet three or four more years, this little court
15 stenographer wouldn't have to be here. It would be the same
16 thing over and over and over again.

17 But that's all I have to say, really. I mean, I'm
18 sorry that we are having problems, but sometimes we cannot
19 drink our water because of the chlorine. I don't think I have
20 ever saw them flush the fire hydrants. If they do, I do not
21 remember it. And they are supposed to flush those things every
22 so often to get rid of the sediment in there so it won't come
23 through the lines. But I don't understand why they don't do
24 it. I don't understand why they don't increase their product.
25 If they have got a lot of complaints, they keep on asking this

1 committee to give them a big raise.

2 Now, you know, they got a little raise, that's true.
3 But we don't -- nobody would object to a good raise, or a
4 decent raise, I should say, if the product was good. Any
5 questions?

6 CHAIRMAN CARTER: Thank you, Mr. Bass.

7 Mr. Beck.

8 MR. BECK: Thank you.

9 The next customer is Robert Moderal.

10 UNIDENTIFIED SPEAKER: He's gone.

11 MR. BECK: Tareesa Colette.

12 TAREESA COLETTE

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

15 DIRECT STATEMENT

16 MS. COLETTE: Thank you all for having me here. As
17 you can tell -- well, I'm from 123 Hamlin Street in Winter
18 Haven. As you can see, I'm physically challenged. I have a
19 lot of neighbors that they are older than me. I have a girl
20 down the street that's a quadraplegic. And to us, right now we
21 are all on fixed income. And we agree that we should have
22 water rates -- or we should have increases, but not the
23 increases that we are seeing on our bills that they want to
24 raise them to. We are all on fixed incomes. It's very
25 difficult right now to be able to pay the bills.

1 Service Commission, and with due cause. If you will just bear
2 with me a moment, I'll also reiterate some of the things that I
3 experienced last year, and nothing has changed in 2008. It
4 will be some of the same things that I talked about.

5 One of the things that the gentleman stated in his
6 opening statement -- on several civic communities that I have
7 sat on, that's called a dog and pony show. You warm the people
8 up and let them know what's going to occur, and then you let
9 them down real easy to their level.

10 Now, I'm going to start with item number one, that
11 I'm the very last house on the line, so I want to emphasize
12 that so the Commissioners have a full thing. I have absolutely
13 the worst water pressure that no one has even addressed. And
14 after last year's meeting when the CEO at Leesburg, Jack -- and
15 I can't pronounce his last name -- met with me after the
16 meeting, and he said someone would be at my house within two
17 weeks to check on the low water pressure. And within two weeks
18 no one showed. So I thought that was strange, so I called
19 Leesburg, because he give me his business card. And the
20 gentleman's secretary said that she would relay the message,
21 and someone would get back with me. Well, after about a month
22 and a half, finally someone did call me and said that they
23 would have somebody come by and check the water pressure.
24 Well, it happened to be the same service reps that work in our
25 area and have been in the Lake Gibson Estates area ever since

1 Aqua, and before that Florida Utilities, took over.

2 And just for an information purpose, I have lived in
3 this home for 37 years. Now, I was one of the original ones
4 that hooked up to the water and the sewer as it was made
5 available. But we have even a bigger problem than the black
6 ring in the toilets. I mean, the lady's photos that was up
7 there, I could have brought you two photos on a disk, and it
8 would have been identical, except I have three toilets, and we
9 have to clean them sometimes as much as three times a week to
10 get the sediment out. And the aerators in our bathrooms,
11 kitchen sinks, and wash things have to be cleaned at least once
12 a week. The water won't come through it because of the
13 crystallization that clogs the screens.

14 Now, the explanation for that is since I am the last
15 house on the line, I get more crystallization than the others.
16 And just before the 2007 meeting, Aqua Utilities had replaced
17 the water line and the sewer line on Windermere, which was just
18 a short street that we live on, and we are all on Lake Gibson.
19 And they assured us at the time that they put us in -- first of
20 all, they hired an outside contractor, which I'm sure they do
21 with others -- that the problems that we were encountering
22 would all be taken care of once we got the new water line and
23 once we got the new sewer line.

24 Well, since I was here one year ago, I have had to
25 spend \$7,200 and have my house replumbed because they kept

1 telling me that my house was an older house and had galvanized
2 pipes and some of the sediment that I was getting in my aerator
3 screens was from that. And so to solve the problem one way, I
4 had my house replumbed, and I'm still having the same problems
5 that I had with the galvanized pipes, and I had copper pipes
6 installed.

7 When school is on -- I stated this last year. I will
8 state it again. When school is on between the hours of 6:00
9 and 8:00 o'clock in the morning and between the hours of 5:30
10 and 8:00 o'clock at night, you can't run a dishwasher in my
11 house, you cannot run a clothes washer, because if you try to
12 do any laundry or dishes the pressure is so low from the
13 children taking showers and all, that it's unfeasible and it's
14 dangerous to the equipment.

15 Now, I wanted to go back to the low pressure. There
16 is something that I addressed after this that came up after
17 this meeting that I was not able to address. And that was the
18 fact that I live 1,390 feet from the nearest fire hydrant.
19 Jack, the CEO, met with me after the meeting, as I said, and he
20 assured me that Aqua Utilities would put in a fire hydrant that
21 was within the guidelines of the state. Polk County's Fire
22 Marshal was at my house not over 45 days ago. Still no fire
23 hydrant. And the reason why we are not going to get a fire
24 hydrant is they don't have a 6-inch water line that runs down
25 anywhere close to the lake-front houses.

1 I tried to increase my insurance limits with my
2 insurer, which is State Farm Insurance, and was declined
3 because of no fire hydrant. And they told me that they
4 wouldn't increase my limits because of -- Aqua Utility is the
5 one to blame now, because they own the utility company.

6 If you took where Lake Gibson Estates is and you took
7 it on the city map of Lakeland, if it was on the wall here you
8 would see the next statement that I'm going to make why it is
9 like that. To the west of us is the City of Lakeland. To the
10 east of us is the City of Lakeland. We're still in Polk
11 County, and we will remain there because the City of Lakeland
12 does not want to annex us into the city because of Aqua
13 Utilities' problems. They said that they -- the field man from
14 the City of Lakeland told me and my wife that the system was so
15 antiquated, until they spent some money to upgrade it that they
16 would not even consider annexing us into the City of Lakeland.

17 Number one was just the item of the fire hydrant.
18 Number two was the low water pressure. Number three was the
19 sediment in the toilets. It's something that needs to be
20 addressed.

21 I feel that Aqua would be entitled to a rate increase
22 of a reasonable fashion if they would perform what is required
23 of them as a utility company. Number one, they've got to
24 service customers. I was told last year by -- I want to make
25 sure I get the names right, and don't kill them here, a

1 Mr. Rendell, who was with the Public Service Commission met
2 with me last year, and he told me at that time to e-mail him a
3 list of people in our neighborhood that wanted to be on the
4 sewer line service, but were refused because Aqua says, quote,
5 unquote, even as late as 30 days ago, that they are at
6 capacity. They cannot handle any more sewage in that area.

7 Now, the street that is in reference has a
8 demographic elevation of about 12 foot from to where Daughtry
9 Road and to where our house is there is about a 12-foot drop.
10 They told me that they couldn't increase and put in the new
11 sewer line because of the fact that there wasn't enough
12 elevation, that's why these five people that I e-mailed Mr.
13 Rendell the names were refused sewer service. Do they have
14 sewer service in 2008? No. And no one from Aqua has made any
15 effort to try to improve the system other than the money they
16 spent putting in a new water main and a new sewer line.

17 Now, several people have talked about the customer
18 service center. I experienced a problem with this low water
19 pressure and the lady asked -- or the Commissioner asked very
20 nicely how many times. I have called the customer service
21 center in Philadelphia 14 times in the last 12 months. And out
22 of the 14 calls to the service center only one time has anyone
23 ever bothered to call me back. And when the lady did call me
24 back, she said someone in our area, the supervisor, will come
25 to your house and see if we can't correct your problem. To

1 this day, one year later, no one has showed up to ever take
2 care of the problem.

3 When they put in the new water line last year, they
4 put in a bleeder, or a flush valve, or whatever you want to
5 refer to it in layman's terms. And they told me and my wife
6 that it would be flushed one time per month to get rid of any
7 of the chlorine sediment and the other sediments that was in
8 the line. Now, in 12 month's time, since we were here last
9 year, it has been flushed one time, and that was about two
10 weeks after the main line -- new line was put in. And I have
11 not seen anyone from Aqua Utilities flush the line.

12 The bleeder valve, the equipment, everything is
13 installed, but if they don't use it, what good is it? I mean,
14 they're asking for a rate increase that is completely out of
15 realm. I believe that they are entitled to make money just
16 like any other business or they can't stay in business, but I
17 don't think that they can justify a rate increase as they are
18 asking. Because of last year of the rate increase they asked,
19 you all turned them down, they refunded the interim rate
20 increase back to each homeowner in the month of February of
21 2008 of this year. And now we are back doing the same thing
22 again asking for an astronomical rate increase.

23 And, Mr. Chairman, you were here last year, the young
24 lady to your left, the gentleman to your left, and one lady to
25 your right. We went through the same thing last year with the

1 people talking about the problems in Lake Wales, talking about
2 in Zephyrhills. Of course, the people in Zephyrhills, they
3 didn't realize one thing that the federal government in the
4 last, basically, 45 days has come out -- or 60 days, has come
5 out with a report that PBAs, you know, that's in baby bottles,
6 drinking bottles, water bottles, if they just look at the
7 number on the top of their Zephyrhills water bottle, they'll
8 see they are drinking out of a contaminated bottle. It's a
9 Number 7, which has got the PBAs in it. So Zephyrhills has
10 got -- that sells the water has got to have a problem.

11 As everybody has said, I have a -- bought a new
12 refrigerator with a filter in it. In the instruction manual it
13 says to change the filter, if there's two people in your home,
14 once a year. If you have four people, twice a year. There's
15 only my wife and I and her mother that lives with us, which is
16 91 years old, and my filter I have to change every single
17 90 days to get the sediments out of drinking water.

18 So the problems that existed in 2007 are still
19 existing in 2008. A, we have people that are not hooked up to
20 the sewer; B, we have still the low pressure, and D (sic), it
21 just seems like everybody at Aqua don't give a damn. Excuse my
22 language, but it has become complacent, that they don't care.
23 If they did care, they would make an effort to get these
24 problems uncovered.

25 When they put in the new water line and the sewer

1 line last year, and they dug up, they found hook-ups of houses
2 that have hooked up to the water for over 20 years that they
3 didn't even have a meter at. Simply the pipe just ran to the
4 house, because years ago that's what they did. And there are
5 still some homes on our particular street that have a well and
6 a septic tank because they refused to hook up to a water system
7 that is inadequate, both in sanitation and drinkability.

8 I think the drinkability problem and the water
9 pressure problem are two issues that have to be addressed by
10 this board in order to justify any rate increase. They have
11 got to correct the problems that exist and then come back to
12 you and ask for a rate increase. In 12 month's time, my house
13 problems are the same as they were 12 months ago.

14 Mr. Chairman, thank you for the time.

15 **CHAIRMAN CARTER:** Thank you so kindly, Mr. McKnight.

16 **MR. McKNIGHT:** Any questions?

17 **CHAIRMAN CARTER:** Any questions, Commissioners?

18 Thank you so very kindly, Mr. McKnight.

19 Mr. Beck.

20 **MR. BECK:** Thank you, Mr. Chairman.

21 The next customer is Tom Freund.

22 **MR. FREUND:** I made no request to speak.

23 **CHAIRMAN CARTER:** Say again.

24 **MR. FREUND:** It's my error, if I made an indication
25 that I desired to speak.

1 **MR. BECK:** Okay. Thank you.

2 **CHAIRMAN CARTER:** Mr. Beck.

3 **MR. BECK:** That completes the customers we had who
4 signed up at this time.

5 **CHAIRMAN CARTER:** Did we omit anyone that's here that
6 wanted to speak? Is there anyone here that wanted to speak
7 that didn't get a chance to speak?

8 Okay. With that, Commissioners, we'll do our final
9 comments and then we'll go from there. Today I'll start to my
10 immediate left with Commissioner Skop, then Commissioner
11 McMurrian, then to my immediate right, Commissioner Argenziano,
12 then Commissioner Edgar.

13 Commissioner Skop, you're recognized, sir.

14 **COMMISSIONER SKOP:** Thank you, Mr. Chairman. And I
15 just wanted to thank all the customers that came out and
16 expressed their comments and concerns to the Commission. We
17 take each of your concerns and listen to them intently. And
18 thank you again for coming out. We appreciate it.

19 **CHAIRMAN CARTER:** Commissioner McMurrian.

20 **COMMISSIONER McMURRIAN:** Thank you, Mr. Chairman. I
21 echo that, and thank you all for taking the time out of your
22 schedule to come here. And we have heard about other customers
23 that may not have gotten to come, this being during the workday
24 or having some other appointments. So definitely, I think, as
25 Commissioner Edgar pointed out, please take those blue sheets

1 to your neighbors and those will become part of the record.

2 And, also, I have tried to point out a couple of
3 times in some of these hearings that we have a lot of people
4 that are working on this and looking into the concerns that you
5 all have raised. I just wanted you to know that there are a
6 lot of accountants and auditors and engineers back in
7 Tallahassee that are looking at the concerns you have raised,
8 and we will follow up on those.

9 Thank you all for having us here.

10 **CHAIRMAN CARTER:** Commissioner Argenziano.

11 **COMMISSIONER ARGENZIANO:** Again, thank you for being
12 here. We can't do this job without you coming out and telling
13 us what you are experiencing at the community level. So we
14 really appreciate that. And, remember, nothing is in stone,
15 nothing has been decided yet. And if you have additional
16 comments, please send them in. And please take advice from
17 somebody who has been in the Legislature, if your legislators
18 don't hear from you and your county commissioners don't hear
19 from you as a whole for each part that they can be part of, and
20 maybe changing some of the policies of the state may be what we
21 have to do in certain areas. I think it is very important that
22 you let them know how critical this is, especially when we are
23 talking about people on fixed incomes who just can't afford it
24 anymore. Because we do get mandated on certain things. We
25 have discretion with other things, also, that we have to look

1 at. But some things are mandated by the Legislature, and they
2 need to know how you are feeling.

3 But, again, thank you for coming out. And as I said,
4 nothing is written in stone, and I think we heard your concerns
5 loud and clear. Thank you.

6 **CHAIRMAN CARTER:** Commissioner Edgar.

7 **COMMISSIONER EDGAR:** Thank you, Mr. Chairman.

8 And thank you all, as has been said, for coming and
9 sharing your thoughts and concerns with us. We are holding a
10 number of these proceedings similar to this across the state,
11 primarily in Central Florida. And we have had the opportunity
12 to hear from a number of customers, and I would just have to
13 say everyone has been so friendly and so gracious. And thank
14 you for welcoming us to your community and for sharing your
15 thoughts with us, and we look forward to taking this back and
16 factoring it into all the next steps as we move through the
17 process. Thank you.

18 **CHAIRMAN CARTER:** Thank you, Commissioners, and to
19 our friends and neighbors that came to be with us. Thank you
20 for being here.

21 As you noticed, sometimes the Commissioners were
22 asking you questions and we were directing our staff. A lot of
23 the kinds of things that we were asking was to put it on the
24 record, because we want our staff to flesh those issues out.
25 That's why a lot of times it seemed like we were asking you

1 questions that didn't make sense, but it does make sense to us.
2 Some things, particularly like the water quality issues by DEP
3 and those kinds of things in terms of whether or not there has
4 been any sampling of that, those kinds of things we are asking
5 our staff, because we want to have that fleshed out. So when
6 we do get to the full-blown evidentiary hearing, we can have
7 that issue brought forward to us.

8 So we want to let you know from the depths of our
9 hearts how sincerely we are taking your concerns, your issues,
10 and we -- it's one thing to sit on the board and have things
11 presented to you in black and white, but it is something
12 different to come and look at you, our neighbors, and hear from
13 you. So we sincerely appreciate this.

14 Commissioner Argenziano.

15 **COMMISSIONER ARGENZIANO:** May I just ask the company
16 one other point?

17 **CHAIRMAN CARTER:** You are recognized.

18 **COMMISSIONER ARGENZIANO:** Because I didn't get to ask
19 before, could you tell me how many people are at your call
20 center, the main number that's on the bill, to handle customer
21 calls?

22 **MR. FRANKLIN:** Yes, Commissioner.

23 We have three call centers that act as a single call
24 center, it's a virtual single. The primary calls from here go
25 to our North Carolina call center, which is just outside of

1 Cary. There are about 25 people in that call center. And then
2 there is about 25 in our Midwestern call center, and another 25
3 up in our call center up in Pennsylvania. So altogether we
4 have roughly 75 employees that are answering the phone, and
5 that does not include supervisory personnel or what we call
6 elevated issue people.

7 **COMMISSIONER ARGENZIANO:** And just a short one,
8 because I know we are all tired and need to go.

9 But are you hearing the customer when they say they
10 are not getting calls back? Is there something you can
11 institute as a company to the call centers to make sure that
12 people at least get a call back, even if they are not sure what
13 the answer is, to say we are hearing you and we will get back
14 to you. I mean, that's important.

15 **MR. FRANKLIN:** I hear it loud and clear on the call
16 backs, and -- well, I'm not going to excuse it. I'm just not.
17 I think what ends up happening is in some cases our call takers
18 can't actually answer the call without doing some research.
19 That is not an excuse not to call back, though. They need to
20 call back.

21 And I will say this, Commissioner, we tape record
22 every phone call. So I have customers' names, and I will
23 actually go and listen to a lot of those calls, pass them back
24 and forth, and be able to listen to the tapes of those calls.
25 So I'll do my best to do that for as many calls as I can as a

1 result of the case here.

2 COMMISSIONER ARGENZIANO: Thank you.

3 CHAIRMAN CARTER: Thank you, Commissioners. And
4 thank you, staff, and thank you to our friends and neighbors.

5 We are adjourned.

6 Oh, oh, one second. Without objection, show it done.

7 All exhibits are entered into the record. We are now
8 officially adjourned.

9 (The service hearing concluded at 1:17 p.m.)

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

1 STATE OF FLORIDA)

2 : CERTIFICATE OF REPORTER

3 COUNTY OF LEON)

4

5 I, JANE FAUROT, RPR, Chief, Hearing Reporter Services
6 Section, FPSC Division of Commission Clerk, do hereby certify
7 that the foregoing proceeding was heard at the time and place
8 herein stated.

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

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

19 DATED THIS 28TH DAY OF JULY, 2008.

20

21



22

JANE FAUROT, RPR
Official FPSC Hearings Reporter
FPSC Division of Commission Clerk
(850) 413-6732

23

24

25

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 080121-WS EXHIBIT 13

COMPANY Aqua Notice & Affidavits

WITNESS Place holder for a composite Ex.

DATE 07/08/08

LATE FILED
EXHIBIT

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 090121-WS EXHIBIT 14

COMPANY Customer of Aqua Utilities

WITNESS William Liebke (Letters)

DATE 07/08/09

American Condominium Park – Zephyrhills
35136 Condominium Blvd.
Zephyrhills, Fl 33541
813-783-7398

RE: Florida Public Service Commission - Customer Service Hearing
July 8, 2008 Lakeland, Florida
Docket # 080121-WS

The following represents many of the concerns of the 307 owners of the American Condominium Park - Zephyrhills regarding the proposed rate increase. The American Condo Park is an owner occupied Recreational Vehicle Park with approximately 80% modest park models and the remainders, are lots suitable for trailers or motor homes, with individual meters. Approximately 2/3 of residents are "snowbirds" that typically stay 3 to 6 months.

Our intent today is to plead that the need for a rate increase be proven, and that if proven, that it be reasonable and fair.

Our understanding of the proposed increase, based upon the Notice dated June 20, 2008 and telephone discussions with Aqua Florida Personnel, is as follows:

Present Basic Rate (Not based upon usage)	Proposed Basic Rate (Based upon 5000 gallons/mo. usage)
\$6.30 water	\$21.92 (an 248% Increase)
\$11.39 wastewater	\$45.26 (an 297% increase)

These Basic Rates are proposed be effective March 2009 are intended to be effective whether there is a water and wastewater usage or not.

We understand that the proposed increase would be offset by a modest decrease in the price per 1000 gallons of water. While this is appreciated, it's effect is minimal when combined with the enormous Basic Rate Increase and Will do nothing to promote the conservation of water.

We do not understand the reason for basing the Proposed Basic Rate increases on 5000 gallons/month usage. These are modest homes, which typically use between 1000 to 2000 gallons per month. A neighboring utility (Pasco County) has Base rates of \$7.90 for water and \$6.92 for wastewater treatment, which is 22% of the proposed increased Base Rates for Aqua Utilities.

Our concern is that the proposed Basic Rate increases are excessive. Increases of this amount are practically unheard of, in any venue, and we ask that the Public Service Commission not approve them.

Secondly, the idea of charging customers the Basic Rate for water and wastewater when no water or wastewater is being used defies logic and borders on the unconscionable, and is grossly unfair to our seasonal residents, all of whom are on fixed incomes.

We understand that this hearing is limited to the Proposed Rate Increase, but we feel that it is appropriate to note that while the chemical analysis of the water always meets state guidelines, it doesn't meet the "taste test" of most residents. Many residents purchase bottle water for drinking and cooking. Some residents also complain of fixture damage, such as nozzle clogging, pitting and erosion.

Billing by Aqua Utilities Florida is usually uncertain. Meters are unread for months and bills are estimated. People with small fixed incomes do better with predictable utility bills.

In our judgment, a fairer and more understandable approach would be to keep the Basic Rates for water and wastewater treatment lower and increase the per gallon cost of water. This would promote conservation of this vital resource and charge the people who are actually using the water. If this rate increase is granted our water bills will be equally to our Electric bills.

Our hope is that the Public Service Commission will study the matter thoroughly and if a rate increase is actually justified by actual facts provided by Aqua Utilities, that it be more understandable, reasonable and fair.

Thank you for your consideration in this important matter.

Sincerely,

For The Board of Directors and their Residents

American Condo Park

**Typical American Condo 12 Month Water Cost Based on 3 Month
Winter "Snowbird" useage of 1500 Gallons per Month**

<u>Old Rate</u>	<u>Dollars</u>	<u>Proposed Rate</u>	<u>Dollars</u>
Water			
3 Mon base rate	\$18.90		\$65.76
4500 gal. water	\$22.64		\$17.10
9 months vacant	\$56.70		\$197.28
			<hr/>
Total Water Cost	\$98.24		\$280.14
 Waste Water			
3month base rate	\$34.17		\$135.78
4500 gallon waste	\$42.93		\$39.29
9 months vacant	\$102.51		\$407.34
			<hr/>
Total Waste Cost	\$179.61		\$582.41
 Water + Waste 12 Months			
	\$277.85		\$862.55
 Monthly Average			
	\$23.15		\$71.85

% Increase 210%
or 3.1 times the old rate

Lot #1

From: Richard Faretta <ricfar38@sbcglobal.net>
To: amcondopk@juno.com
Date: Tue, 1 Jul 2008 16:17:06 -0700 (PDT)
Subject: increases water and sewer rates

Florida public service commission

This letter is in protest of the size of the rate hike that Aqua Utilities Florida Inc. is asking for, from the letter I received Docket No. 080121-ws the increase is very substantial. I am a snowbird if you will and when I am not there I pay the base price for sewer and water which is \$6.30 and \$11.39 respectively with this increase they are asking for I will be paying \$21.92 for water which is approximately 125% more and the sewer will be \$45.26 which is approximately 200% more.

According to my records they asked for a modest increase and granted in Feb. 2008 water at 1.96% and waste water 2.09% and it took effect on or after April 15 2008. I ask the commission to be diligent in their ruling as half the population that reside in there jurisdiction are not in Florida in July hence the meeting so I hope this letter confirms my feeling toward this large increase.

Respectfully

Richard&Sylvia Faretta
35310 Condominium Blvd.
Lot #1
Zephyrhills Fl. 33541

NAME: B. Dixon

ADDRESS: 35304 Nodie Dr.
Zephyrhills, Fl 33541

Lot # 3

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

I live alone - Have no washing machine and not home very much - use very little water.

Thank You,

B. Dixon

From: Jean Brion <dandeeclde@hotmail.com>
To: <amcondopk@juno.com>
Date: Wed, 2 Jul 2008 20:44:09 -0400
Subject: Aqua Water Initiative

To Whom it may concern; My wife and I have lived in American Condo park for a bit over 2 years. In that time we have personally experienced some real problems with this water supplier..Billing, incorrect meter readings more than once..Now for them to have the gull to even suggest any rate increase is borderline insane..They are simply trying to capitalize on the fact that we, at American Condo, are captive audiences. Your comission's discussion ought to center on the lack of consistant service from AQUA and denie their petition based on "How can you even entertain raising anything until you get your own house in Order..Please take the time to see the numerous faults with this "company" before saying yes or no to their request...Thank you for your attention> Respectfully,
J.E. Brion, 35254 Dodie Dr., Zephyhills, Fl.33541

Sam & Jeanie

Watch "Cause Effect," a show about real people making a real difference. [Learn more.](#)

Nancy Hammond
35250 Dodie Dr.
Lot #6
Zephyrhills, Fl 33541

We oppose the rate increase due to fact that Aqua water no longer give the snowbirds no charges during the off season.

There is no basis for the rate increases.

Asking for an increase when residents are not in the area in unfair and unacceptable.

Increasing the rate that is already double compared to other utility companies is the area is unacceptable.

Nancy Hammond

NH: jk

Kay & Larry Black
35246 Dodie Dr.
Zephyrhills, Fl 33541
Lot # 007

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

If they get their new rate our water bill could be equally to electric bills which is unheard of.

Thank you,

Kay Black

KB:jk

Henry Senerth
35242 Dodie Dr.

Zephyrhills, Fl 33541
Lot # 8

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us ~~are~~^{are} on fixed incomes and this will cause us hardship.

Thank You,



From: Stuart Stone <skstone1944@yahoo.com>
To: AMCONDO <amcondopk@juno.com>
Date: Sat, 5 Jul 2008 07:59:22 -0700 (PDT)
Subject: Water rates

July 5, 2008

To Aqua Utilities

From: Stuart & Kay Stone

35238 Dodie Dr. Lot # 9

Zephyrhills, FL 33541

To whom it may concern

In regards to your unreasonable request for a rate increase. First of all to have a hearing when well over half of the customers are out of the state only serve your company and is anything but fair. Further more if there was to be a increase in anything it should be in the amount of water used not the base rate. It is obvious that you want to collect more money from the customers that only live in the area only part of the year.

With rate increases as large as you are asking for you will be driving people out of the state and then you will not be collecting anything from them. Many people in our area live on vary fixed income. Rate increases of this magnitude will lower the value of property in an area the house market is already very depressed. Your rate are already much higher than other water companies in Pasco County.

NAME: John Ruppel

ADDRESS: 35230 Dodie
Zephyrhills, FL 33541

Lot # 11

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

Thank You, *John Ruppel*

Pat McDonald
35206 Dodie Dr.
Zephyrhills, FL 33541

Lot # 16

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

Water rates should be regulated equally among all our state residents and not let companies choose their own rate.

Thank You,

Patricia O. MacDonald

PD:jk

NAME: Sidney E. Davis

ADDRESS: 35145 Garber Ln.
Zephyrhills, Fl 33541

Lot # 25 + 167

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

How do you expect social security and/or pension families keep their heads above water if you permit this outlandish increase.

Thank You,

Sidney E. Davis

Dear Public Service Commission

I have just received my copy of Aqua Utilities quite confusing request for rate increases.

From the statement "AUF is proposing a uniform water rate that will result in a monthly water bill of \$40.92 (based on 5,000 gallons of usage per month) for all water customers" and "For the wastewater systems, AUF is proposing uniform wastewater rates which result in a monthly bill of \$88.91 based on 5,000 gallons of usage per month."

This entire paragraph sounds as though Aqua Utilities would just love to bill every household for a flat monthly usage of 5,000 gallons - saving that pesky task, which they seldom actually, physically perform - of reading the meters. Usually, even when meters ARE read, the billing is inflated and shows "estimated" usage way above the actual usage.

In the just over two years I have lived at the below listed residence, I have encountered TWO major problems with Aqua Utilities - one incident of repeated grossly over-stating and over-charging monthly usage - the second incident of charging base fees for several months when my meter had actually been turned off by Aqua Utilities. I received no satisfaction until I submitted official complaints on both issues to your agency, after which the matters were resolved satisfactorily.

Since living here, in addition to over-inflating bills, billing for usage that never occurred as snowbirds were gone and their meters had been turned off by Aqua Utilities, Aqua Utilities has also repeatedly and frequently petitioned your organization for rate increases - which, ironically, is done at a time when the majority of snowbird residents "served" by Aqua Utilities is not in Florida - i.e. does not have the opportunity to attend hearings and voice problems and oppositions.

The current petition by Aqua Utilities requests increases for water and sewage in excess of **300 percent!!** Base rates - i.e. fees in order for a customer to "be on the books" as an Aqua Utilities customer - would, as requested by Aqua Utilities, go from \$6.42 per month for water to \$21.92 per month and from \$11.63 per month for sewage to \$45.26 per month! **THIS IS AN OUTRAGE- SIMPLY TO BE A CUSTOMER - and does NOT include any usage whatsoever!**

Most people in the areas "served" by Aqua Utilities are senior citizens living on a very finite, minimal income and cannot afford such increases simply because we have the mis-fortune of Aqua Utilities having bought in to owning the pipes in our park.

We are approximately 2 to 3 miles removed from, for instance, a friend whose water and sewage service is provided by the City of Zephyrhills - who charge a monthly base water fee of \$2.98 and monthly base sewage fee of \$10.31. Monthly bills for usage of 1115 to 1157 gallons for a single-person household run an average of \$16.80 **INCLUDING** the base fees of \$13.29! So **WHY**, with Aqua Utilities being an out-of-state organization, who buy the water they sell us from the City of Zephyrhills, should **WE** - who have the mis-fortune of not being directly served by the City of Zephyrhills - be charged horrendous fees just to be on their books of Aqua Utilities as customers?

I request that all petitions for rate increases by Aqua Utilities are summarily dismissed. I also request that Aqua Utilities be held to tighter standards as far as over-billing is concerned as well as receiving penalties for billing snowbirds for factious amounts of consumption - when their meters have actually been turned **OFF** by Aqua Utilities (which happens very frequently).

From: eeller2@verizon.net
To: amcondopk@juno.com
Date: Tue, 01 Jul 2008 17:50:46 -0500 (CDT)
Subject: Aqua rate increase

ATTENTION FLORIDA PUBLIC SERVICE COMMISSION
RE: AQUA UTILITIES PROPOSED RATE INCREASE

TO WHOM IT MAY CONCERN:

I would like to voice my opposition to the proposed rate increase requested by AQUA UTILITIES for my home located at lot 28 in AMERICAN CONDO PARK IN ZEPHYRHILLS, FL.

Our community is made up of retired people living on a fixed income and in most cases we are individuals living on SS benefits alone. We already find it difficult to pay the utilities and fear that we are going to be priced out of our homes. People who live nearby and have city water currently have water bills running around FIVE DOLLARS my last one from Aqua was over FORTY DOLLARS and I am afraid I cannot afford a rate increase at this time.

Thank you very much
Edward J Eller

July 1, 2008

To Whom It May Concern:

My name is Joann Ciraulo I am a part time resident at 35235 Dodie Dr. Lot # 031 in Zephyrhills, Fl.

I am on a fixed income and only come down a few months out of the year. I can not afford the increase Aqua Water is asking.

Increasing the base charge by 380% is highway robbery.

Thank you,
Joann Ciraulo

AQUA UTILITIES FLORIDA

DEAR GENTLEMEN,

WE URGE YOU TO PLEASE
RECONSIDER THIS HUGE RATE
INCREASE. PLEASE THINK ABOUT
THE MILLIONS OF PEOPLE LIKE
MY WIFE AND MYSELF WHO LIVE
IN FLORIDA WHO ARE ON FIXED
INCOMES. NO IRAs ETC. WE EXIST
SOLELY ON SOCIAL SECURITY. THE
SMALL INCREASE WE GET ONCE
IN AWHILE IS DRASTICALLY BELOW
THE INCREASES WE HAVE HAD TO
ABSORB IN OUR "GOLDEN YEARS"

PLEASE HELP US TO LIVE
A LITTLE ABOVE THE POVERTY LEVEL

THANK YOU

John J. Maurer Hamman

35931 DODIE DR.
ZEPHYRHILLS FL.
33541

PH 813-715-0358

Frank Ferguson
32525 Dodie Dr.
Zephyrhills, FL 33541
Lot #33 Lot #34

We oppose the rate increase due to fact that Aqua water no longer give the snowbirds no charges during the off season. Increasing the rate that is already double compared to other utility companies is the area is unacceptable.

John Ferguson

JF:jk

Dear Commissioners:

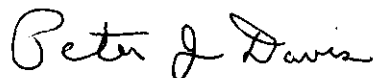
I strongly urge the board to reconsider a rate hike of the proposed amount at this time due to economical times we presently face.

We are all senior citizens living on fixed incomes trying to make ends meet. A rate hike of this proportion will surely place a burden on many of us to the extent of default and possibly relocation.

I would also like to address the quality of our water. It is unfit to drink, bathe in or shower and brush our teeth because of the heavy odor of sulfa and other chemicals.

Our wastewater tanks and toilets are stained brown and very hard to keep clean. As a long time owner, I have always had to buy bottled water, which is also a great expense of top of a water and sewage bill.

Respectfully,



Peter Davis
Lot #38

Public Service Commission

We live in the American Condominium Park in Zephyrhills Fl, which 307 residents reside. We are upset that Aqua Water has filed its petition for a rate increase with the Commission.

For one Florida is known for most of its residents who are snowbirds, asking for an increase when they are not in residence is unfair.

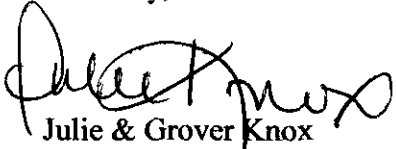
Aqua water owns the pipes in our park but they derive their water from Zephyrhills water district, and then resell it to us. The average water bill for residents is approximately \$50 and up to \$75.00 or higher per month now. Other residents in the area who get their water from Pasco utilities, their average bill is \$28.00 and up per month which means we are paying as much as 50% percent higher per month now.

Aqua water is petitioning the FPSC for an increase on Water Base Facility Charges in our development from \$6.42 to approximately \$21.92 and an increase of Sewer Base Facility Charges from \$11.63 to approximately \$45.26 that is a total increase of \$49.13 per month before any water or sewage usage per gallon is added. That is approximately a 280% increase on base charges alone. Even though they will lower the water and sewer usage rate by a few cents it will increase a water bill that is currently now a total of \$ 45.48 per month based on 1800 gallons of usage to approximately \$86.73 per month before the utility tax is added.

Before they offered the snowbirds to turn their water off during the off season for no charge, now they do not offer that, they have to pay for water & sewer base charges whether they are in residence or not. Before we use a drop of water each month we will be charged \$67.17 per month compared to the current base charges of \$17.69 if they get their rate increase. If the commission allows this increase we are driving people out of the state of Florida, most of our residents are retirees. How can they continue to live in our beautiful state?

Our residents have had nothing but trouble with their bills being estimated per month then getting hit with the actual bill because Aqua could not get enough help to read their meters. Also, even though we get reports from our water being tested it is not fit to drink and the odor that comes from turning on your water smells like sewage and they want an increase.

Sincerely,


Julie & Grover Knox
35303 Condominium Blvd.
Zephyrhills, Fl 33541

June 24,2008

TO WHOM THIS CONCERNS:

We are writing to show our disapproval of Docket No. 080121-WS.

This is a VERY LARGE increase of 300% for us and we think this is way too much. I know almost everything is going up, but NOT 300%. This company is just a go between, they actually don't do anything for us. They get our water from a Zephyrhills water district and don't have any facilities in Florida. They just re-sell water to us.

Their service is not very accurate. Always bill problems and to grant a raise of this kind to a company that has such a poor service record and doesn't even have any facilities in Florida is just not right.

Florida is driving their retiree community out of state more and more, as we retired on fixed incomes and each raise in these things really cuts into our income.

Thank you for taking this into consideration, we appreciate anything you can do to help with this matter.

**Respectfully,
Peggy and Thomas Welch
35301 Condominium Blvd. Lot 42
Zephyrhills, Fl. 33541
PHONE: 813-782-3044
CELL: 813 469-3150**

NAME: Mary Ashley

ADDRESS: 35225 Condo Blvd
Zephyrhills, Fl 33541

Lot # 48

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

*I'm on a fix income I'm a widow
Can't pay for medication*

Thank You,

Mary Ashley

NAME: Lorraine Perts

ADDRESS: 35221 Condominium Blvd
Zephyrhills, Fl 33541

Lot # 49

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

I am a widow, on a fixed income - this is a difficult problem - everyone must have water to survive !!!

Thank You,

60 Island Bay Dr.,
Bobcaygeon ON
Canada
K0M1A0
July 3, 2008

Aqua Water Services

To Whom it May Concern:

I am writing this letter to oppose the rate increase that your company has proposed. We as owners in American Condominium Park in Zephyrhills FL cannot understand why an increase of 308% is justified. Last year you kept the base charge on all summer when we as seasonal residents are not there. That was a charge that you didn't have before and therefore you received extra revenue from that. Is there some kind of mismanagement with your company that you need to raise the rates that much? What overhead do you have? From what I understand, you purchase the water from Zephyrhills. Other people in other parks do not pay that kind of money for water. Even in the past the rates have been more than in our neighbouring parks. Just because you have the monopoly on the water lines in American Condo Park is no reason for you to gouge the residents. I know for a fact that there are many people who live in there who cannot afford those kinds of rate increases and I am not talking about Canadians either..they are your own citizens!

Your Truly
Myra and George Coene
35211 Condominium Blvd.,
American Condominium Park,
Zephyrhills FL
33521

Martha Lunsford
35183 Danny Dr.
Zephyrhills, Fl 33541
Lot 053

Increasing the base rate from \$18 per month to almost \$50 per month before any actual water and sewer charges are added is not fair.

Most residents in Florida are retirees and are on a fixed income
Asking for an increase when residents are not in the area is unfair and unacceptable.

Thank you

Martha Lunsford

ML;jk

LOT #55

From: "Gail & Danny" <bridgett@cogeco.ca>
To: <AMCONDOPK@JUNO.COM>
Date: Wed, 2 Jul 2008 17:16:27 -0400
Subject: re Water Rates Increase - Aqua Utilities

To Whom It May Concern"

With regard to the rate increased proposed by our water supplier, Aqua Utilities , this is ABSOLUTELY INSANE and should not be allowed or tolerated by ANY of the owners and residents of our Park.

Collectively , as a group of of 307 owners, we should find a way to "boycott" this outrageous proposal and demonstrate to Aqua Utilities that this will not be allowed!

Please add our names to the list of residents who are opposing this obscene increase!!!!

Daniel or Gail Delaney
35175 Danny Drive
Zephyrhills, Fl
33541

Gloria Gustafson
Deborah Moore
35240 Tiffani Ct.
Zephyrhills, Fl 33541
Lot # 060

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

Thank you,
Gloria Gustafson

GG:jk

Carol & Jim Sharples
35242 Tiffani Ct.
Zephyrhills, Fl 33541
Lot 61

We oppose the rate increase due to fact that Aqua water no longer let the residents turn their water off while they are not residing. Now they charge base charges of approx. \$18 per month even when you are not in residence, and want to increase that to approx. \$50 per month before you even use a drop of water.

Asking for an increase when residents are not in the area in unfair and unacceptable.

CS; jk

From: "ANDREA SPARKS" <sewandsow@rogers.com>
To: <AMCONDOPK@JUNO.COM>
Date: Tue, 1 Jul 2008 19:34:54 -0400
Subject: water proposted increases

We register our disapproval via a phone call. Water is a necessity, not a luxury and as such should not be subject to outrageous price increases. We were very upset to find out, thru Condo members, not thru Aqua Utilities who have not had the decency to notify us of any meeting . I mentioned the fact that this water increase in price would be unreasonable for parks that are Condominiums as the monthly fee would have to reflex the changes. It certainly will discourage visitors or home ownership in the area. Andrea Sparks lot 61

Jim & Jackie Wilson
4850 Britni Way
Zephyrhills, Fl 33541
Lot #69

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us our on fixed incomes and this will cause us hardship.

Thank You,
Jim & Jackie Wilson

JW:jk



Complimentary Self-Serve Fax Cover Sheet

Lot #69
4850 (3rd time)
way

To: American Condominiums

From: Tim & Jackie Wilson

Fax #: 813-783-3396

Phone #: 570-839-3285

Date: July 2, 2008

Reply Fax #: _____

Number of Pages (Including Cover): Two

Urgent Confidential Confirm Receipt

It was suggested by someone from the park that we send you this letter in hopes that you will be able to represent us as we can not attend the hearing

Thank you JW

We'll do it right the first time — guaranteed.

Black & white copies • Color copies • Custom printing • Binding • Folding • Wide-format copying • Custom stamps • UPS shipping and more

that was easy.

Lot #69

July 1, 2008

Dear Board of Directors,

Regarding the application by Aqua Utilities Florida, Inc. increase in water and wastewater rates. My wife, Jacqueline and I are apposed to such a increase and would like the American Condominium Parks Association to represent our point of view if possible at the hearing on July 8th 2008.

The rate of increase Aqua is asking seems outrageous especially in light of the economy at this time. Most home owners at American Condominium Park are senior citizens on fixed incomes. In addition, we think the hearing should be scheduled in the winter months when most home owners are in Florida and can attend the meeting and voice their opinions. We are also apposed to paying water and sewer base facility charges for the months when we are not there using the service. Thank you in advance.

Sincerely
Jim Wilson
Jacqueline Wilson

Ron Trumbull
4900 Britni Way
Zephyrhills, Fl 33541
Lot # 70

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

Thank you,
Ron Trumbull

Ronald & Janet Vanhaver
4920 Britni Way.
Zephyrhills, Fl 33541
Lot # 074

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

Thank you,
Ronald & Janet Vanhaver

JV:jk

Keith & Janet Vardman
4924 Britni Way.
Zephyrhills, Fl 33541
Lot # 075

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

Thank you,
Keith & Janet Vardman

JV:jk

Dorothy Irovando
4942 Britni Way.
Zephyrhills, Fl 33541
Lot # 079

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase, I am a senior citizen on a fixed income

Thank you,
Dorothy Irovando

DI:jk

Connie Baylis
4946 Britni way
Zephyrhills, Fl 33541
Lot #081

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

Thank you,
Colleen A Baylis
(Connie)

Lois Friend
4950 Britni Way

Zephyrhills, Fl 33541

Lot # 083

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

Thank you,

Lois R. Friend

From: Sue <sucora-33@earthlink.net>
To: amcondopk@juno.com
Date: Wed, 2 Jul 2008 10:04:38 -0500 (GMT-05:00)
Subject: aqua utilities

We are very unhappy with the water quality and do not want any rate increases. We have to buy bottled water to drink and make coffee as the taste is so bad. Our rates are higher than other parks. We also pay eighteen dollars a month when not in residence. NO RATE INCREASE PLEASE. Sincerely, Sue Ann and Elwood Dickinson Lot 84 American condo Park.

NAME: John Butler

ADDRESS: 4954 Britni Way
Zephyrhills, Fl 33541

Lot # 085

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

I find this increase so unreasonable, that there should be no need for any consideration.

Thank You,

John R Butler

From: "Bob Snyder" <snyderrg@escapees.com>
To: <AMCONDOPK@Juno.com>
Date: Thu, 3 Jul 2008 19:08:44 -0400
Subject: Aqua Utilities Rate Increase

From: Robert G. Snyder

4956 Britni Way

Zephyrhills, FL 33541

To: John Fonk

HOA President

American Condo Park

Subject: Aqua Utilities Proposed Rate Increase

Hi John,

It has been brought to our attention through e-mail contact with other residents of American Condo's that Aqua Utilities is proposing a 300 plus % increase in the water and sewer Base Facility Charge for residents of our park. We have not received any notification from Aqua Utilities about this pending increase. I don't know when these notices were mailed, but we have not received one. Like the majority of our neighbors, we are not there in the summer. Our mail is forwarded, and by the time we receive notices like this it is usually too late to voice our opinion to the agency responsible for approving or rejecting this absurd increase.

I hope the agency is aware that the water and sewer base facility charge is billed to us even when we are not there and have shut off our water at the meter. This means that from our park alone, Aqua Utilities would collect \$20,624.26 monthly or \$247,491.12 annually before one drop of water is used. I cannot believe they need that kind of money to maintain the pipes. In addition, they make a profit on the water and sewer actually used.

One of the items they listed in last years proposed rate increase was the need to recoup the cost of a new well. The well does not benefit the residents as they pay the same rate for water the utility purchases from Zephyrhills as they do for water from the well. Aqua Utilities benefits from the well in that they can pump water for less than they would otherwise pay. They will recoup the cost of the well by having to pay less for the water they resell to us. We should not have to pay increased rates so the utility can recoup costs of something that only benefits them.

If someone from American Condo's attends the FL PSC meeting, I hope they can speak for those of us who cannot attend. If Aqua Utilities cannot operate our water and sewer system for a fair price, the FL PSC should mandate that they sell back the infrastructure for a fair price and let the park look for alternatives.

Robert G. Snyder

Lot 86

junomsg://05426A68/

7/4/2008

From: indybasham@aol.com
To: AMCONDOPK@JUNO.COM
Date: Tue, 01 Jul 2008 20:24:03 -0400
Subject: AQUA UTILITIES

ATTENTION; PUBLIC SERVICE COMMISSION

My name is Angela Baker and I have lived in American Condo Park since 1990. I have paid for the use of the water even when I am not there and it has been turned off. The sewer bill being so high does not help either.

I am eighty-five years old and on a very limited budget, which would make it hard for me to pay a higher water/sewer bill. I have worked hard all my life to be able to pay all my bills but the raise in the water/sewer bill would be very difficult for me.

If the new rates are approved it will make it very difficult for me and many others to maintain our homes in Florida and may force us to move back up North. The prices have increased more than our income has anyway.

We appreciate any assistance that you can give us in this matter.

Respectfully,

Angela Baker

[Get the Moviefone Toolbar. Showtimes, theaters, movie news, & more!](#)

July 3, 2008

Agua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

City Commission Chambers
3rd floor - Polk City Library
228 S. Massachusetts Avenue
Spkeland, Florida 33801

I am writing this letter of protest against the proposed rate increase in water and wastewater rates for the County of Pasco. My reasons are listed below:

- (1) We live in a mobile home park, American Condominiums Parks of 2 apartments. Retired people living or trying to live on a fixed income cannot afford these rate increases.
- (2) The majority of our homeowners (approximately 460 people) are Snow Birds who are only here 3 months out of the year! The remaining owners who live here year round (approximately 70 people) do not use 5,000 gallons of water or wastewater!
- (3) We have been hit with increases on everything we need to survive.. Insurance rates, power rates, water rates, medical and drug costs are out of sight, gasoline and groceries costs are already too expensive and they are still going up. We need to pay all of this from a fixed income, it can't be done!
- (4) However, more importantly, Seniors do not use that much water, especially living in a motor home park. We (most of us) do not have any lawn to water and we are too old to wash our cars anymore.

- (5.) Our water consumption is minimal compared to the large family, large homes or condos with large lawns and 3 or 4 cars to wash. Also 4 to 5 people using their personal showers at least twice daily.
- (6.) Why should we have to pay for their usage?
- (7.) There should be some provision to divide seniors living in small parks from large families with large properties. I am sure their usage more than likely falls into the 5,000 gallon rate.

Finally, it is very difficult to meet your rates on the assumed usage -- usage we do not feel we use. Many of us just cannot make it!

Thank You,
 Mr. + Mrs. Kenneth E. Schneider
 American Condominium Parks
 4964 Britni Way, Lot #90
 Joppleville, Florida 33541

LOT #92

From: "Leon Chambers" <leshi@dacor.net>
To: <AMCONDOPK@JUNO.COM>
Date: Thu, 3 Jul 2008 10:03:57 -0400
Subject: Fw: Water Rate Increase

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

From: Leon Chambers
To: AMCONDOPK@JUNO.COM
Sent: Wednesday, July 02, 2008 1:12 PM
Subject: Water Rate Increase

From - Leon & Shirley Chambers
4968 Britni Way
Zephyrhills, Fl.

We are definitely opposed to any rate increase to our present water and sewer rates at American Condo Park in Zephyrhills, Fl.

We just received our bill for water and sewer service in our home town of Bowling Green, Ohio. In June, we used 1443 gal. of water.

The water bill was \$3.42

The sewer bill was \$4.59

With our 10% Senior citizens discount, our total bill comes to \$7.21.

I do not understand why the service in Florida is 10 times what we pay in Ohio.

From: Homer Fontaine <homfontai@yahoo.com>
To: amcondopk@juno.com
Date: Thu, 3 Jul 2008 07:22:07 -0700 (PDT)
Subject: Aqua water rate increase

I am writing in reference to Aqua Utilities Florida, Inc. wanting to raise the water rates.

I am very much against the rate increase as proposed, also, having to pay the requested base rates when the service can be turned off when we are not there for an extended amount of time.

It is very unprofessional to plan these meetings when they know very well that a large number of people are away for months, and can't be properly represented.

Homer Fontaine

4970 Britni Way

Zephyrhills, FL 33541

Lot # 93

NAME: Doug & Anis Wahl

ADDRESS: 4978 Britton Way
Zephyrhills, Fl 33541

Lot # 97

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

This is too much on top of the outrageous price of gasoline & oil. We aren't even using gas to deliver it. You've have raised water prices every 2-3 yrs for years. I have been in this area for 19 yrs and this is ridiculous living with water all around the State. We are all on limited money to live on.
Thank You,
Anis M. Wahl

NAME: Jean McClain

ADDRESS: 4929 Britni Way
Zephyrhills, Fl 33541

Lot # 102

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

In curious: What does this company add to our water that makes it cost twice as much ~~as~~ as any other water in Zephyrhills.

Thank You,

From: Linda Sterling <lrsterling71@yahoo.com>
To: AMCONDOPK@JUNO.COM
Date: Sat, 5 Jul 2008 06:24:54 -0700 (PDT)
Subject: aqua utility rate increase

Please be advised that we, like other homeowners of our park, are strongly against such an outrageous increase in our water and sewer fees. Aqua Utilities should be embarrassed about such a request. The idea of current utility fees of \$18 per month rising to \$67 a month is unbelievable.

We are unable to attend this meeting in Lakeland, but hope you can convey to the regulatory commission that this is a ridiculous request for an increase of monthly fees. We find it interesting that this meeting is being held during the summer. This is another ploy to exclude the winter residents from attending this meeting. We are residents of Michigan, and with the price of gas and travel expenses find ourselves unable to attend.

In closing, shame on Aqua Utilities for their irresponsible request of monthly fees and the stress and anxiety they are creating for their loyal customers.

respectfully yours,

Ron & Linda Sterling

TO

• ACP-7 Board
•
•

FROM

Glenn Cattahall

#109

SUBJECT

Cost of water and sewer

DATE

7/5/08

MESSAGE

I think the cost of water and sewer is already out of reason without having a rate increase.

P.S. the old diffence between you & Jesse James is he used a gun.

SIGNED

Glenn Cattahall

From: "RUTHANN CANTELMO" <rcantelmo@verizon.net>
To: <AMCONDOPK@JUNO.COM>
Date: Wed, 02 Jul 2008 17:55:11 -0400
Subject: aqua water rate increase

Please accept this email as our formal AGREEMENT to stand with American Condominium Park to VOICE OUR DISAPPROVAL for this HUGE increase in our water rates.

ANTHONY R. & RUTH ANN CANTELMO
4969 BRITNI WAY (LOT 110)
ZEPHYRHILLS, FL

813-973-1001

If you want to contact us, I'm sure I can go to this meeting with you.
Ruth Ann Cantelmo

Janet & Robert Curtin
35121 Cynthia Ave.
Zephyrhills Fl 33541
LOT #111

I think Aqua Water is overcharging now, when we call to have it shut off we still have to pay. They estimate bills often and then back bill for the actual reading. We are on a fixed income. Aqua is forcing the snowbirds out of Florida. To ask the commission for a rate increase while more than half of the residents are gone is unfair.

Sincerely,
Janet Curtin

JC:jk

From: "Robert Burnett" <robert.burnett@sympatico.ca>
To: "American Condos" <amcondopk@juno.com>
Date: Tue, 1 Jul 2008 21:27:46 -0400
Subject: Aqua Water / Robert & Karen Burnett

American Condominium Park
Zephyrhills Florida. 33541.

Attention: Public Service Commission

Dear Sir / Madame

I am writing this letter to voice our concern about the proposed price increase for services by AQUA WATER.

We are absolutely opposed to any cost increase to this service, as many of us who live on a fixed income are presently finding it difficult to get by.

Sincerely, Robert & Karen Burnett
35143 Danny Drive
Zephyrhills Fl. 33541

DARREL J CLARK
35127 DANNY DR.
Z-HILLS FL 33541

Zephyrhills, Fl 33541
Lot #

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

WE ARE ON A FIX INCOME
AND CAN NOT ~~WE~~ AFFORD IT

Thank you,

Darrel J Clark
07-07-08

From: "Paul Stakun" <jpstakun@juno.com>
To: amcondopk@juno.com
Date: Tue, 1 Jul 2008 21:52:01 GMT
Subject: Aqua Utilities Rate Increase

This is my letter to the FL PSC regarding Aqua Utilities request for a rate increse.

Paul Stakun

Dear PSC,

I just received my notice from Aqua Utilities regarding their petition for a rate increase. For residential meters, their proposal for an increase is from \$6.30 to \$21.92 for water and from \$11.39 to \$45.26 for waste water. That's a 300 percent increase!!!!. Is it the policy of the FL PSC to allow such a preposterous increase such as this?

How can a water company such as Aqua ask for such an increase when they are a water company in absentia. Aqua Utilities is a corporation located in Pennsylvania. They have no substantial facilities in Florida. They derive their water from the Zephyrhills water district, then re-sell it to us. They don't do anything except be a middle-man because they "own" the water pipes in our park that serves 307 units. Their service is terrible, their billing is always in error. They don't do anything except re-sell water to us at highly inflated rates.

I urge the FL PSC to reject Aqua Utilities' petition for a rate increase.

Respectfully,
Joseph P. Stakun
35113 Danny Drive "
Zephyrhills, FL 33541

[Fly in style. Click here for information on private jets.](#)

From: "Paul Stakun" <jpstakun@juno.com>
To: amcondopk@juno.com
Date: Tue, 1 Jul 2008 21:54:33 GMT
Subject: Another Aqua Utilities letter

----- Forwarded Message -----

Dear FL PSC:

Again, I am having problems with Aqua Utilities and their billing system. I own three properties in American Corner Park (Zephyr Shores water district) in Zephyrhills. I finally received my water bills after two months. Two were based on actual meter readings and one was "estimated". The estimated bill was on my RV lot that was vacated since March 31 and there was no water usage, however, I was billed for 800 gallons of water. In fact, I personally read all three water meters before leaving FL for the summer, and the one in question is obviously incorrect.

I simply don't understand why Aqua's service man can arbitrarily read water meters or not read them at his discretion. The customer service of this company is absolutely abominable! I, and many of my neighbors, have been having constant problems getting accurated water bills because of their incompetence. It is my understanding that Aqua is petitioning for a rate increase. I urge you to deny that request based on the fact that this company is so incompetent and uncaring about their customers. Our frustration level with them is very high.

Sincerely,
Joseph Stakun
35113 Danny Drive
Zephyrhills, FL
813-780-1313

[Stop foreclosure. Click here to stay in your home and rebuild credit.](#)

Subj: Re: Aqua Utilities
Date: 6/24/2008 6:48:41 A.M. Eastern Daylight Time
From: sixacross@yahoo.com
To: jpstakun@juno.com
CC: taronson@yahoo.com, baxter1941@yahoo.com, sungary2002@yahoo.com, pbpainter@htwc.biz, jbrion@tampabay.rr.com, charlesburton2@juno.com, butzinj@yahoo.com, DeBrotrs@aol.com, maadinse812@juno.com, SMOKEY51@wmconnect.com, motorhome14@cox.net, Waterglide@earthlink.net, ralcal@juno.com, jrsculpt@hotmail.com, dnewell49@auracom.com, gnovak1@stny.rr.com, jobenour@prodigy.net, patostrum@yahoo.com, mpesci@msn.com, sixacross@yahoo.com, sondraar1960@yahoo.com, tcseerveld@yahoo.com, rcflyer@rogers.com, lrsterling71@yahoo.com, skstone@ncats.net, kastawaykaty@yahoo.com, alanddeb74@hotmail.com, welchpt1@aol.com, yeazel608@aol.com

I got a call from Janet Curtin yesterday, and she had called the 800 number on the letter to complain to them that it was ridiculous for them to do this in July when the snowbirds all were gone, and were unable to attend this meeting. I would suggest that you all do the same. Give them your complaint in your own words.
1-800-342-3552

Paul Stakun <jpstakun@juno.com> wrote:

Dear PSC,

I just received my notice from Aqua Utilities regarding their petition for a rate increase. For residential meters, their proposal for an increase is from \$6.30 to \$21.92 for water and from \$11.39 to \$45.26 for waste water. That's a 300 percent increase!!!!. Is it the policy of the FL PSC to allow such a preposterous increase such as this?

How can a water company such as Aqua ask for such an increase when they are a water company in absentia. Aqua Utilities is a corporation located in Pennsylvania. They have no substantial facilities in Florida. They derive their water from the Zephyrhills water district, then re-sell it to us. They don't do anything except be a middle-man because they "own" the water pipes in our park that serves 307 units. Their service is terrible, their billing is always in error. They don't do anything except re-sell water to us at highly inflated rates.

I urge the FL PSC to reject Aqua Utilities' petition for a rate increase.

Respectfully,
 Joseph P. Stakun
 35113 Danny Drive "
 Zephyrhills, FL 33541

[Click here to find the rental car that fits your needs.](#)

God Bless, Wanda

PSC
 2540 SUMNER DR NOK BLDG.
 TALLAHASSEE FL 32399

Lot # 124

Tuesday, June 24, 2008 AOL: Welchpt1

From: Yeazel608@aol.com

To: jpstakun@juno.comm, sixacross@yahoo.com

Cc: taronson@yahoo.com, baxter1941@yahoo.com, sungary2002@yahoo.com, pbpainter@htwc.biz, jbrion@tampabay.rr.com, charlesburton2@juno.com, butzinj@yahoo.com, DeBrotRS@aol.com, maadinse812@juno.com, SMOKEY51@wmconnect.com, motorhome14@cox.net, Waterglide@earthlink.net, ralcal@juno.com, jrsculpt@hotmail.com, dnewell49@auracom.com, gnovak1@stny.rr.com, jobenour@prodigy.net, patostrum@yahoo.com, mpesci@msn.com, sondraar1960@yahoo.com, tcseerveld@yahoo.com, rcflyer@rogers.com, lrsterling71@yahoo.com, skstone@ncats.net, kastawaykaty@yahoo.com, alanddeb74@hotmail.com, Welchpt1@aol.com

Date: Wed, 25 Jun 2008 16:16:25 EDT

Subject: Re: Aqua Utilities

Hello Paul, Carolyn, Gene & Wanda - Just a note to let you know we (Reta and I both on a speaker phone) called the 1-800 number of the FL PSC today to register our opposition to the Aqua Water Utility proposed rate increase. Some of the points we mentioned to a "Deandra" who took notes re our phone conversation were:

- 1). We hoped that the FL PSC does a comparative rate analysis of comparable water/sewer utilities in the same area that Aqua Utilities also serves? Deandra said the the commission does this.
- 2). If so, then PSC and the general public need to know why Aqua Utilities are already are almost double the rates charged by Zephyr Water Utilities and others that may serve the Zephyrhills area.
- 3). We also mentioned about the big snafu of their billing practices which occurred last year. That the billings were very confusing to the point where their own billing office personnel not only can understand what is going on, but cannot answer inquiries from customers. I stated pretty much what Paul said, their personnel are incompetent.
- 4). We stated that if there is any way we can get divested from the Aqua Water Utilities am sure most of the residents in the park would approve of this if the cost wasn't prohibitive.

Deandra said the commission members do read through the complaints and takes them into consideration prior to granting any type of rate increase. So hope she is right on all of this.

So do hope a big share of the ACP-Z residents will take the time to call the FL PSC. See that Aqua Water Utilities is asking for the increase for several counties.

Take care and hope you all are having a good summer.

Hugs from Terry & Reta

Gas prices getting you down? Search AOL Autos for fuel-efficient used cars.

From: Yeazel608@aol.com
To: Amcondopk@juno.com
Date: Tue, 1 Jul 2008 17:27:27 EDT
Subject: Aqua Utilities

It's great to hear that someone from the Association Board is planning to appear at the hearing next week re Aqua Water Utility's rate increase request. Forwarded is a copy of what we wrote to Paul/Carolyn Stakin and Gene/Wanda Riggoti re our phone conversation with a representative at the FL PSC.

Wondering if it would be a good idea to get our Attorney involved in this matter. Plus investigating to see if there is any way we can get "uncoupled" from Aqua Utilities.

It is very obvious with the proposed rate increase Aqua is very much wanting to stick it to the part time FL residents with the \$46 plus per month minimum year around. That plus holding the hearings during the middle of the summer when almost all of the seasonal residents are up north makes it quite obvious what their game plan is.

Additionally, early last week, we received a phone call survey regarding our satisfaction with Aqua Water Utilities. We of course rate them very low in most categories.

Good luck. Terry & Reta Yeazel

Gas prices getting you down? Search AOL Autos for fuel-efficient [used cars](#).

3 July 2008

35107 Danny Drive
Zephyrhills, FL. 33541

Dear Commissioners

I am writing to oppose the requested 2008 rate increase by Aqua Utilities.

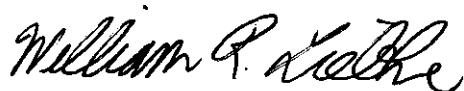
In 2007 they also asked for a rate increase and it was denied due to numerous complaints such as: smelly, poor service, faulty meter reading and tasted bad thereby requiring post processing at home to render it useable. I am in Florida now and it still loosely meets the criteria as water.

Their newest rate increase request would result in cost increase of about 3X relative to the current levels. The actual cost of the water would remain the same, however, the rates charged for use of the pipes, meters and sewage results in the 3X increase and this is charge would be levied whether we used any water or not. Since many of us only spend about 3-6 months here in the winter, raising the minimum fee for being connected to there system is onerous, especially for those of us on fixed incomes. Electrical service , phone service, cable/satellite TV service charges mostly for what we actually use not for merely being connected.

Aqua utilities now has several former PSC regulators on its payroll, this gives even Federal Washington lobbyists a bad name. It would seem that they have asked for such a ludicrous amount in 2008 so they can get a compromise granted for the 2007 proposed rate increase that was denied.

I would request that this rate increase be denied and if possible, dismiss Aqua Utilities as our water supplier and allow the city of Zephyrhills to be our supplier as Aqua has been shown to be incompetent and willing to try anything to gouge its customers.

Respectfully,



William R. Liebke

Email: Waterglide@earthlink.net

Mr. & Mrs. Frank Pieroni
35103 Danny Dr. (lot 126)
Zephyrhills, FL 33541
813 779-9331

July 5, 2008
REVISED July 7, 2008

Aqua Utilities Florida, Inc.
1100 Thomas Ave
Leesburg, Florida 34748

Subject: Water Rate Increase Proposal ... Docket No.080121-WS

Dear Sirs,

After reviewing your company's increased pricing proposals, I can only conclude that your firm must have little or no idea how unfair, & unreasonable your proposals really are! You make the big oil company executives look like Mother Theresa, in comparison to your proposed exorbitant rate hikes!

After reviewing my water bills for 2007, my average monthly water consumption for that 12-month period amounted to 2,760 gallons (water in & wastewater out). My annual cost for that same period amounted to \$725.43. My average monthly charge was \$60.45.

By comparison, if I understand your letter correctly (dated June 20, 2008), your proposed monthly fees of \$40.92 & \$88.91 would amount to \$129.83 for a total annual cost of \$1,557.96. That's well over a 100% cost increase to me & many other customers too. Even the oil companies wouldn't think of making that kind of an increase! Now I realize that your costs for 2008 have increased, somewhat...but not over 100%!

In my opinion, your One-Size-Fits-All... "Flat-Rate" proposal of 5000 gallons-per-month minimum usage charge to all residential customers is really dumb. Don't you realize that if your customers were being charged for more water than they would normally use, they would soon feel entitled to utilize it? Many people would put in backyard pools, plant big gardens, or water their grass more abundantly, where as they wouldn't have thought of it when water conservation would have saved them money. In other words you will destroy ones incentive to conserve... nobody likes paying for water they do not use. And that's only one big disadvantage with the "Flat-Rate" idea. Common sense should tell you that paying for water that is over ones monthly needs, is simply wrong & it should not be allowed by the Florida Public Service Commission.

I can not believe your "Sock 'm & Shock'm" approach to gain a big scary price increase, will prove to be a wise move on your part. Personally, I hope the Public Service Commission turns you down flat...for pulling such a ploy.

Sincerely,


Frank Pieroni

c/c FPSC

July 3, 2008

35051 Danny Drive
Zephyrhills, FL 35341
Motorhome14@cox.net

Dear Commissioners,

I am writing to oppose the requested 2008 rate increase of Aqua Utilities.

In December of 2006 Aqua requested \$7M “to recover operation expenses on a going-forward basis and to generate a fair rate of return on its investment”

In August 2007 the Attorney General’s Office, the Office of Public Counsel and the PSC dismissed the requested increase. In an August 28, 2007 press release regarding the dismissal, Attorney General Bill McCollum stated, “numerous complaints surfaced about inappropriate billing, water quality and associated health concerns”. He went on to say that “consumers came forward to voice their concerns about the company’s service, casting doubt on the propriety of such exorbitant rate increases. Consumers stated they were afraid to drink the water, that it smelled bad and that they couldn’t use it to wash laundry because it only further soiled the clothes.”

After the 2007 defeat, Aqua apparently felt the need to have a stronger team in place to fight the PSC. In January 2008 Aqua Utilities hired yet another former PSC regulator bringing the total of former PSC regulators now on the Aqua payroll to three

In February 2008 Aqua filed a new rate increase request with details becoming available to the public in June 2008. Now with a strong team in place, Aqua arrogantly asks for a 10X increase upping their previous request of \$7M to \$70M per year. Is the game plan here to have the massive \$70M rate increase make the \$7M look like a bargain? (I.E. \$3/gal of gasoline is better than \$4/gal). Is Aqua trying to bully the PSC?

Meanwhile, all the previous consumer complaints remain. Nothing has changed except the legal maneuvering that Aqua is employing. They continue to display total disregard for the consumer.

Aqua’s rates are already a financial burden for the many consumers on fixed incomes. My water and sewer bill in Connecticut for 5000 gal would only be \$57.13 (including the upcoming 12% increase). Aqua would charge \$129.83! That’s 227% more! The city of Zephyrhills would charge a fraction of either.

This utility company is incompetent, greedy and arrogant. Why does the PSC allow them to remain in business?

I petition the PSC to deny the rate increase and to dismiss Aqua as a service provider.

Respectfully,

Mr. Bernard Lahickey/Ms Lee Backman

Patricia Pesci
35035 DANNY DRIVE
Zephyrhills, FL 33541
Lot # 131

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

Thank you,

Patricia S. Pesci

July 4, 2008

**Florida Public Services Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399**

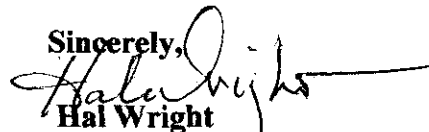
Dear Commissioners:

This letter is in reference to Aqua Utilities application for large increases in water and wastewater rates, which would apply to Zephyr Shores in Pasco County, and several other Florida Counties. As a fulltime resident of American Condo Parks - Zephyrhills, we are connected to Zephyr Shores for these utility services.

While I recognize that costs for water services are most likely increasing at this time, I strongly object to Aqua's request for jacking up monthly costs for resident water and wastewater to an excess. I guesstimate that the proposal would add excessive increases of over 27% for water, and over 47% for wastewater. Aqua's billing formulas are confusing (always have been), and those proposed increases may be greater than I guesstimate.

As retirees living on fixed income, we cannot afford the balloon rates Aqua is seeking. Kindly consider the overwhelming burden such an increase would place on the residents of our community.

Sincerely,


Hal Wright
4939 Bobby Avenue
Zephyrhills, FL 33541
Lot # 132 ACPZ



Agua Utilities

Please do not raise
 our water rates!
 We're all struggling
 enough with high
 gas & food prices -
 Let's be fair!
 What choices do we
 have? once a month
 showers? No toilet
 flushing? How about
 the laundry? Do we
 wear our clothes longer
 to save on the water?
 Or do we just stop
 going to the grocery store?
 Maybe live on crackers?
 Have a heart! Please
 be fair! Don't do this to us.

Lot-133 - B.L. KYTE

LOT
July 4, 2008

**Jean F. VandeVord
4931 Bobby Avenue
Zephyrhills, Florida 33541**

Lot #134

Dear Commissioners:

This letter is in regards to Aqua Water's request for a large increase in our water and sewer rates. Their request is unreasonable – at the present time we pay more than any other park in our area.

Also why are they requesting this raise in the summer? I'm sure it's because many residents are taking trips and are not here!

I live on a fixed income and this would be just another added expense to the many we are already facing.

Thank You,

Jean VandeVord

Robert Quilliam
4923 Bobby Ave.
Zephyrhills, Fl 33541
Lot # 136

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us our on fixed incomes and this will cause us hardship.

Thank You,
Robert Quilliam

RQ:jk

#138

Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399

Subject: AQUA Utilities Rate Increase

Dear PSC Members,

We have just received a notice from AQUA Utilities regarding a proposed rate change that equates to an approximate 300% increase. We pray you will not allow them to do this to the residents of American Condominium Parks of Zephyrhills Fl. or our neighbors at Zephyr Shores. The majority of these residents are retired and many are part-time residents only.

Their billing practices are already unfair as they continue to charge us for 6 to 8 months usage when we are not even there. They are known for billing for more than we use, with estimated readings, and when we try to recoup our money it becomes a long process requiring many repeated phone calls. This is not an easy thing for elderly people to accomplish.

Their customer call center gives different answers to the same question. As a residential community we are able to share our bad experiences with AQUA Utilities. For an absentee water company that only buys water and re-sells it no increase is justified let alone one of this magnitude.

We hope you will live up to your name as a "Public Service Commission" and not vote in favor of their request. Your consideration of this matter would be greatly appreciated.

Sincerely yours,

Gerald M. Novak

#139

July 2-08

RE. Agua Water Increase

Raising the Water +
Sewer Bills is
more than I and a lot
of my neighbors can
afford.

I protest it in
everyway.

Patricia Northern
4909 Bobby Ave.
Lot 139

7-04-08

NAME: MARY WALLS

ADDRESS: 4928 Bobby Ave.
Zephyrhills, Fl 33541

Lot # 140

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

*I live on Soc. Sec. disability
and this rate high as it is,
would hurt my income.*

Thank You,

*Sincerely,
Mary E. Walls*

#142

From: <kkilgore2@tampabay.rr.com>
To: AMCONDOPK@juno.com
Date: Wed, 2 Jul 2008 8:02:03 -0400
Subject: Aqua

Aqua Utilities

Dear sirs this to inform you that I am admantley opposed to your drastic rate hike. I am a senior citizen living on a fixed income, this might make me forego living in Florida.

Yours

L. Kent Kilgore

RE: Aqua Water Rate Increase

I recieved a letter from Aqua Water regarding their intent to apply for a water rate increase. How can these people get a rate increase every time They ask for one ? Does anyone with the authority to grant these raises ever go out to check the rates of all the surrounding R, V, Parks? If they do they should notice a large variance in the rate per gallon, Another thing that upsets me is the base rate charge of 17.00 dollars per month even if you had been out of the park and not used a drop of water for a month. Now I understand that they are planning to apply for another base rate increase, There are a large number of homeoners that are on a fixed income. My anual income is from Social security and a small annuity check which totals to 25,000 dollars annually. I am sure the ceo of Aqua water is being paid well over this amount. The time is going to come when the retiree's can't afford the high cost of living in Florida and go back North.

Thank You

Robert Hergens
LOT # 150

July 3, 2008

Aqua Utilities Florida
C/O American Condominium Parks
Zephyrhills, Florida

Dear To Whom it May Concern

It was brought to my attention in a recent mailing that the base water charge at my Florida home, 35138 Danny drive, Lot 151, Zephyrhills, Florida 33541. This increase is EXCESSIVE and UNACCEPTABLE! It is out ragious that an increase of this magnitude would be allowed. Thank you for your consideration.

Sincerely,


Edward and Judith Schell

AMCONDOPK.JUNO.COM

July 5, 2008

RE: AQUA WATER

I am a resident of American Condo park but I have been away since May with mail forwarding have not received any notice of a rate increase by Aqua. All mail is being forward to me in Ct.

Why wasn't I notified of a meeting that is scheduled for July 8th?
A rate increase of 300% is ridicules.

I am a widow, retired, living on a fixed income and cannot afford an increase of this amount.

We pay for water that we do not use for the months that we are up North.

I have already sent in a letter but I doubt if you will even look at it.

Please consider all the retired residents that use your water.

REGINA REEVES
35142 DANNY DRIVE
ZEPHYRHILLS, FL. 33541
813-956-3595
AMERICAN CONDO PARK

July 7

RE: Hearing July 5 @ Hoboken NJ

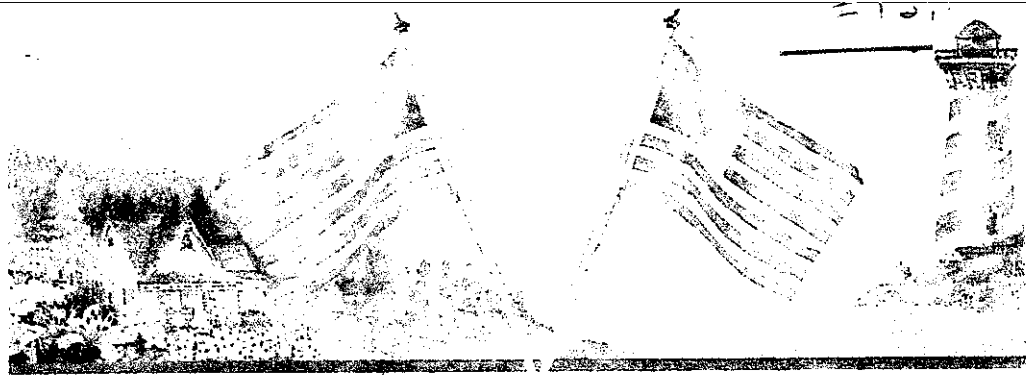
I am 44 years old. I received \$6.00 increase in social security to \$104.00 a month. I receive \$331.97 - from Ohio retirement system per month.

This increase proposed of 330% of base rate would really be a hardship. We don't understand in American lands, 307 rate that we already pay considerable more than Pasco County or Zephyrhills for water presently.

It is unfortunate that proposed rates increase leaving our school kids many of our park residents are gone or vacation.

Thank you for your consideration of our situation in American lands.

Marilyn J. Davis,
35158 Danny Drive
Lot 146
Zephyrhills, FL
33541-4340



July 2-08

RE. Hearing July 8 - at Lakeland w/ Aqua

I am 82 1/2 years old. I retired in 1977 with 33.32 years of teaching in Ohio.

I receive 3.3% on my original year of retirement, not 3% on what I am getting now on my retirement.

Most of the people living in Am Bonds are in a similar condition. With the price of food and gas going sky high and with the ridiculous raise you are asking I don't know how we can exist.

Most of our people are up north in the summer and it is almost impossible to have them come down this time of the year for a water hearing.

We are at the present time paying a lot more than Zepherhills and other heat by parks are paying for water.

Yours truly

William W. Davis

Lot 159

35162 Danny Drive

Zepherhills FL 33541

NAME: ELLIOTT R BAINBRIDGE

ADDRESS: 35166 DAWNY DR.
Zephyrhills, Fl 33541

Lot # 158

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

I have never heard of a utility requesting over a 200% increase. We all must eat and pay for medication also.

Thank You,

Elliott R Bainbridge

From: "LeRoy Burkin" <leroyburkin@gmail.com>
To: <AMCONDOPK@JUNO.COM>
Date: Thu, 3 Jul 2008 14:49:58 -0400
Subject: Aqua Utilities Florida hearing

This e-mail is about the customer service hearing for an increase in water and wastewater rates in Pasco Co. We do not agree that this much of a rate increase is necessary, for the amount of water we use and feel this is an unfair and excessive amount especially for people with fixed incomes. Why do they feel this amount of an increase is necessary? They don't say what they are going to do with the extra money they will be getting. Why can't they have their meetings when everyone can attend?

LeRoy and Shirley Burkin
35174 Danny Drive Lot #160
Zephyrhills, Fl. 33541

Lewis & Faye Cornell
35178 Danny Dr.
Zephyrhills, Fl 33541
Lot # 161

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us our on fixed incomes and this will cause us hardship.

Thank You,

Lewis & Faye Cornell

FC: jk

Joyce Rachuk
35182 Danny Dr.
Zephyrhills, Fl 33541
Lot 162

Asking for an increase when residents are not in the area is unfair and unacceptable.

Increasing the base rate from \$18 per month to almost \$50 per month before any actual water and sewer charges are added is not fair.

Most residents in Florida are retirees and are on a fixed income they are forcing people to leave the state.

Thank you

Joyce Rachuk

JR; jk

LOT# 172

From: steve xyz <stz@hotmail.com>
To: <amcondopk@juno.com>
Date: Thu, 3 Jul 2008 19:18:18 +0000
Subject: Drinking Water

Sir,

At this time we would like to voice our concern on the drinking water that we have at American Condo.

I am sorry to say that the smell of the water is very bad and we must filter the water in order to drink it.

When we have company we are embarrassed and must warn them not to drink the water with out first filtering it, their remarks is Zephyrhills is noted for it's good water why not at American Condo.

Thank you
Steve & Evonne Zombek

35125 Garber Lane
Zephyrhills , Fl.

Enter the Zune-A-Day Giveaway for your chance to win — day after day after day [Enter Now!](#)

From: "Jennifer Wood" <dndenter@frontiernet.net>
To: <amcondopk@juno.com>
Date: Sun, 6 Jul 2008 10:43:31 -0400
Subject: Aqua utilities Florida Inc.

We strongly disagree with your reasons to increase our water and sewer bill with the state of the economy in decline. We ask that you keep the rates as they were.

Donald & Debra Schell
American Condos
Lot 173

James Davison
35117 Garber Ave.
Zephyrhills, FL 33541
Lot 174

Increasing the base rate from \$18 per month to almost \$50 per month before any actual water and sewer charges are added is not fair.

It is not fair to ask for an increase when we are not here to protest. I only received my letter yesterday.

Thank you

James Davison

JD;jk

Sandra K. Moran
35109 Garber Lane
Zephyrhills, Florida 33541
July 4, 2008

Dear Commissioner:

This letter is in regard to Aqua Utilities request for rate increases for American Condominium Park customers. It is apparent that they are targeting a majority group of seniors on fixed incomes. They are a fine example of price gouging leaving the consumer with few alternatives.

Aqua Utilities rates at present are ludicrous. I have been charged an average of \$51.94 per month in 2007, despite all new plumbing, conserving water and frequent trips away from home.

We have been saddled with a business that estimates charges, incremental usage instead of actual and an extremely varied fluctuation in monthly charges.

I request that you deny Aqua Utilities any increases. Instead they should be more competitive with other utilities by lowering their rates with more equitable charges.

Thanking you in advance for your support in this matter.

Sincerely,



Sandra K. Moran

Fax 813-783-3396

LOT# 177

Attn: Amer. Condo RVPK

As a homeowner, I am extremely upset by the proposed 300% rate increase by Aqua Utilities FL.

Questions for Aqua:

1- Why were they charging unapproved rates in 2007?

2- Why did it take a call to Consumer Affairs & 6 mos haggling to correct a billing error?

3- Why is customer service so poor?

4- Why do we need filters & bottled water & higher costs for less than average water?

5- Why are we charged when we use "0" water for 3 to 6 months?

6- What do those on fixed incomes do, we don't get a 300% raise?

Where does this all end? Is America going under with greed? You might just price us out of the use of our homes in Florida.

Sincerely,
Amanda Harrison
Lot 177, Harbor Lane
Beverly Hills, FL

#179

From: charlie lynch <cvlynch9@hotmail.com>
To: <amcondopk@juno.com>
Date: Thu, 3 Jul 2008 12:45:56 +0000
Subject: Aqua Water Increase

Board of Directors

In reply to you e-mail on July 2 2008. I called Florida Public Service Commission regarding the rate increase about 10 days ago to register a complaint. They told me a lot of others have also made phone calls to them from the park. I do not think that they should be able to raise it that much. I hope all goes well at meeting.

Yours truly,

Charlie & Jean Lynch Lot # 179
35051 Garber Lane,
Zephyrhills Florida.
33541

Get news, entertainment and everything you care about at Live.com. [Check it out!](#)

Martin J. Stellar
35037 Garber Lane
Zephyrhills, Fl 33541
Lot #182

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us our on fixed incomes and this will cause us hardship.

Thank You,
Martin J. Stellar

MS:jk

Sandra & Merle Woodward
35033 Garber
Zephyrhills, Fl 33541
Lot #183

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us our on fixed incomes and this will cause us hardship.

Thank You,
Sandra & Merle Woodward

SW:jk

To: Florida PUC

6/25/08

Subject :

Aqua proposed Rate Hike -- Document 080121-WS

Sirs:

This letter is in Direct Protest to the recent application filed by Aqua Water for still another Rate Increase to our water rates at American Condo Parks [Zephyr shores] As it stands, these rates in my opinion are already inflated and cannot be justified to the service provided.

First off, before we go any further, This Hearing is being held at the best time for Aqua and at the worst possible time for the winter residents of American Condo Parks as we all know the majority of residents will be at their summer homes to the North and cannot be present at this hearing to speak for themselves. Sounds like bad Business or Politics to me. In a Democratic Hearing, the people get a voice. To hold this Hearing otherwise, amounts to a Kangaroo Court. The appropriate Date therefore should be the later part of Nov. or Dec 2008

Having the above said, lets get to the real problem and that's Aqua Water. When I first bought into American Condo back in the mid 80's the park owned it's own well until Danny Wade made some deal with a water co. and we lost the well. Now I has been sold and re-sold and finally Aqua gets into the picture. This is a bad company at best. They are an outside Co. from Pa. and certainly do not have our interests in mind. They appear to be acquiring everything they can get their hands on. Not good for us at American Condo. Their billing is horrible. You cannot get anything straight over the phone as mainly you don't talk to the same person twice, and whomever you do talk to doesn't have the authority to help you. My wife Florence spent an entire winter of 06 to get a billing error corrected over a lousy \$17.00 credit due us for over reading the meter. They just are never wrong? When they do read the meter, it seldom is correct. Where do they come up with some of their figures? I cannot see paying a water bill 12 mos of the year when we are only using 6-7 mos service. Then the sewer is based on gallons used? No way! Any water used to wash cars and water lawns ect does not go down the drain, but we are charged? I have a problem with that! As for the water Quality, in my opinion is poor. We get an Annual report from the County and Aqua, but to me they are just fancy numbers on a worthless

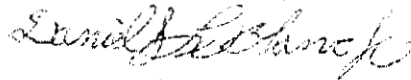
piece of paper. Cannot wash car as it spots terrible. Outside Car Washes are \$5.00-\$9.00 and it adds up to more expense as it needs to be done often due to the heavy Air Pollution we experience in Pasco County. Clothes are yellowing, especially the whites as you cannot mix bleach in with the wash water due to the heavy concentrates of chlorine that Aqua adds to the water. Smells like it is pumped out from our swimming pool.

The water is not drinkable in my opinion. Why does everyone in the park either haul in drinking water, or own a water purifier? More expense! Further, My Cats Won't Drink It.

I further my opinion, being as many park residents dissatisfied with Aqua, it is just a matter of time somebody will circulate a petition to address these problems and I would not hesitate to climb aboard. I further believe, we need to dissolve Aqua Water and seek an alternative source of water. Zephyrhills is World Renowed for it's water and we are stuck with the likes of Aqua? No Way, there has to be a better way.

Respectually

Daniel J. Le Blanc, Jr.



Daniel J. LeBlanc Jr.
49 Fintar Rd
Lakewood, ME 04252

207-353-4244

Daniel J. Le Blanc, Jr.
Florence Le Blanc
4901 Baker Ave Lot#186
Zephyrhills, FL 33541

From: sun french <lovejesus0625@yahoo.com>
To: AMCONDOPK@JUNO.COM
Date: Thu, 3 Jul 2008 16:03:13 -0700 (PDT)
Subject: Fw: Proposed Aqua Utilities Rate Increase

--- On Mon, 6/30/08, gary boudreau <sungary2002@yahoo.com> wrote:

From: gary boudreau <sungary2002@yahoo.com>
Subject: Proposed Aqua Utilities Rate Increase
To: contact@psc.state.fl.us
Cc: "pauline harvey breton" <pbpainter@htwc.biz>, dannflo59@aol.com, "jackie dunn" <crackerjackdunn@aol.com>, "Charles G. Lentz" <charielentz@earthlink.net>, "sondra & Glenn" <sondraar1960@yahoo.com>, "Paul Stakun" <jpstakun@juno.com>, "sun" <lovejesus0625@yahoo.com>
Date: Monday, June 30, 2008, 8:55 AM

To WHom It May Concern,

I am writing about a deplorable situation that the residents of American Condominium Parks find themselves in. Aqua Utilities that services the water and sewer needs of our community are attempting to push through a 300% increase in our water and sewer rates. Our community have 307 owners most all of which are at their summer homes in various states around the country. The Aqua Utilities has to their advantage scheduled hearings on the increases while the vast majority of residents are not available to voice their opinions. A 300% increase to a community on fixed incomes is shameless. The service and water quality are less than the average citizen comes to expect from a "utilty" company. This community can well document the deplorable service that one has to endure with the "service and billing departments of this company. There is no reason for this increase other then to raise profits for investors. Like communities located adjacent to this one and served by Zephyrhills Water pay less then one half for comparable services and product. I for one have had my "water" tested and having seen the results with my own eyes (a mustard colored sludge forms on the bottom of a 12 oz. glass of water) find the water unfit for human consumption. I end up buying cases of drinking water each month as well as filtering all water for consumption. Many of our community residents are on many medications for several different disease entities. What damage is being done to them by drinking this water ?? We are charged twice the amount of water usage for sewer usage. If someone washes their car, pressure washes their house, waters their flowers and gardens we are charged for "sewer usage". Absolutely ridiculous. Let me get this straight. I pay for the 1.6 gallons to fill the toilet and I pay 3.2 gallons to flush for a total 4.8 gallons everytime I use the toilet. At these rates it won't be long before the old "outhouse" makes a return. Let's pay a reasonable rate for the use, not be held captive by the proposed rates.

Gary Boudreau
813-782-0982

Richard Fitch
4855 Baker
Zephyrhills, Fl 33541
Lot # 188

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us our on fixed incomes and this will cause us hardship.

Thank You,

Richard Fitch

RF: jk

From: Don Rem <keyonemd@yahoo.com>
To: amcondopk@juno.com
Cc: Helga Remington <omaone@yahoo.com>
Date: Thu, 3 Jul 2008 11:30:43 -0700 (PDT)
Subject: Aqua proposed rate increase

To Whom it may concern at Aqua

We have a lot in the American Condominium park. We only are in Florida for three or four months each year but leave the utilities connected because of the rate is only \$17.00 per month when we don't use the water/sewer utility. The increase is well over 300% which is unexeptable. Many people are on a fixed income and could not aford that amount of an increase. A one dollar increase is exeptable but not a \$50.00. The board should consider this an equatable increas and tie any further increases to the cost of living index or the state of the ecomony.

Donald S. Remington and Helga S. Remington

Easton, MD

e-mail keyonemd@yahoo.com

July 3, 2008

To whom it may concern. I personally don't think Aqua water should receive a raise.

The water is poor quality, I don't drink the water, I buy bottle water, and bags of ice.

The water smells, my cat will not drink it, right after it comes out of the tap.

My bill is around 42.⁰⁰ with 2 cents, every month.

I have tried to cut down on the use of the water. I wash dishes out of a pan & rinse in sink that is stopped up with water in it. My shower has a water shut off in it. You soap 1/2 of your body with the water turned off then rinse and do the other half same with washing hair. I don't think the need a raise. You can get city water cheaper than they charge, (over)

(2)

which also includes
garbage pick up. I for one
person say no to the raise
in the price of water.

Thank you

Mary E. Haskin
35053 Cynthia Ave
Lot 193
Zephyrhills, FL
33541

From: Spinsrs@cs.com
To: AMCONDOPK@JUNO.COM
Date: Wed, 2 Jul 2008 16:59:44 EDT
Subject: AQUA UTILITY BILL

I am a home owner in America Condo Park in Zephyrhills, Florida. I would like to voice my option in the rate hick proposal by Aqua Utilities to raise their water and sewer rates. Most of the people in the park are on a fixed income and there rates are high enough for the service we get the water quality is poor I have filters threw out the house just so I can use the water for cooking and cleaning I buy bottle water to drink. They charges for when you not using there service is outrageous I under stand a rate to have a meter but that should be all we are charged.

Please take my request into consideration.

Thank you for considering my request.

Richard D. Speziale Lot 194

From: indybasham@aol.com
To: AMCONDOPK@JUNO.COM
Date: Tue, 01 Jul 2008 17:27:40 -0400
Subject: AQUA UTILITY BILL

Attention: Public Service Commission

I am a home owner in American Condo Park in Zephyrhills, Florida. I would appreciate it if you wouldn't let Aqua Utilities raise their water and sewer bill as it is high enough and I can barely pay it as it is. I am in the park approximately six to seven months a year and the other half I am at my home in Indiana.

I am on a limited income and it makes it very difficult to pay all the utilities and water bills as it is. Even in the summer when I am not there I get billed even though my water is turned off. The water quality isn't the greatest either and I have to buy bottled drinking water when I am there.

Please take my request into consideration, as not only I but many of us seniors are on a limited income.

Thank you for considering my request.

Sincerely,

Alice Basham

[Get the Moviefone Toolbar](#). Showtimes, theaters, movie news, & more!

From: "Donald Lare" <donel@locainet.com>
To: <amcondopk@juno.com>
Date: Fri, 4 Jul 2008 10:06:53 -0400
Subject: Aqua Utilities Increase

Reference: Docket No.080121-WS

To Whom it May Concern:

In reference to the above docket, we are greatly concerned over the propose increases for both water and sewer in our district. With the rising cost of fuel, and large increases in food prices, amongst other cost increases, we highly recommend that there be no increase in our water and sewer rates.

This is an outrageous proposal and we are strongly against any increase.

Eleanor and Donal Lare
American Condo Resort Park

204

From: <malclark1@charter.net>
To: <amcondopk@juno.com>
Date: Tue, 1 Jul 2008 17:12:52 -0500
Subject: Concering Acqua Water increase

American Condo: Sectary Treasure:

We are opposed to the excessive rate increase by Aqua Water. We live at Lot 204, 35044 Garber Lane, Zephyrhill, Florida 33541.

Larry Clark



RE: Aqua Water Increase

To state, I'm totally against increase of the Aqua Water Inc.

I'm retired and get no increases in my yearly income.

Lat 209
Am. Cando
Harber Lane
Zephyrhills

Princess of the
Evelyn Boggs

July 2/08



#217
#227

WED July 2, 2008

American Locominium Board of Directors
35136 Condominium Blvd.

Proposed Water
INCREASE RATES by Aqua
Utilities for AMERICAN CONDOMINIUM
PARKS INC, Zephyrhills,
FLORIDA 33541

DEAR BOARD DIRECTORS

We are giving you per-
mission to represent us as Lot (2)
OWNERS at a scheduled meeting for July 8, 2008 to be
held at Lakeland Florida,

We are asking that you protest on our behalf
in regard to Aqua Utilities, requesting water rate
INCREASES for our Park and others.

Since living here in the pro of September ¹⁹⁹⁷ ~~1995~~
to present. We've seen very little if any increase in
services.

Thank you for your understanding and
CONTINUED support.

James Abbott
Shirley A. Abbott

Respectfully,
James I. Abbott
Shirley A. Abbott

Lot owners of Lot #217 (4838 Baker Ave)
Lot #227 (35050 Cynthia Ave)

P.S. My wife and I are both on limited
incomes and consider this rate proposal increase
AN ADDITIONAL hardship.
We pray for your consideration, especially during
this time of our whole economy situation.

NAME: BERT + ERMA LANGBEIN

ADDRESS: 35046 CYNTHIA AVE
Zephyrhills, Fl 33541

Lot # 226

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

WE ARE BARELY ABLE TO MEET OBLIGATIONS
WITH PRESENT LEVEL OF UTILITY
BILLS.

07-04-08 Bert Langbein
Erma Langbein

Thank You,

From: "Ivey" <mivey@cfl.rr.com>
To: <amcondopk@juno.com>
Date: Sat, 5 Jul 2008 16:27:46 -0400
Subject: Dissatisfaction of Latest Rate Increases

Aqua Utilities Florida , Inc.

RE: Latest Water Increase

This email serves as our family's protest to the latest water increase. This raise in rates is unjust and unfair as this increase is in extreme excess. The community citizens are acting out against this measure and are notifying you of our dissatisfaction and we are also notifying our local and state governing authorities.

We are unable to attend the Lakeland meeting that will address this increase and would like to voice our concerns in writing and be represented by our community leaders.

Julie Woodall
Account: 000897381 0640226
35104 Cynthia Avenue
Zephyrhills, FL 33541

7/10/08

So from Mr May Concern:

I wish to register my
Protest to the large rise in the
cost of water. I would be amenable
to the raise of 10-15% due to the
raise in the cost of living.

Janet Floyd
35043 Condominium Blvd
Lot 242
Zephyrhills, FL 33541
813-780-7392

Lot #244

From: "rayjeanzhills@juno.com" <rayjeanzhills@juno.com>
To: amcondopk@juno.com
Date: Wed, 2 Jul 2008 22:16:44 GMT
Subject: high water rates

TO WHOM THIS MAY CONCERN, WE ARE RITIED SENIOR CITIZENS LIVING IN AMERICAN CONDO PARK PAYING TOP DOLLAR NOW FOR YOUR MOST UNPLEASANT WATER.SPOTS THE CAR AND RUINS OUR SINK FIXTURES,PLUS THE WONDERFULL STUFF WE HAVE IN THE BOTTOM OF OUR WATER TANK....HOW CAN YOU RAISE OUR PRICES??? PLEASE ²⁵CONSIDER YOUR REQUEST . RAYMOND + JEAN KIRWIN AMERICAN CONDO PARK ZEPHYRHILLS FLORIDA 33541

[Disease Information Online - Click here!](#)

Jewell Fitch
4837 Bobby
Zephyrhills, Fl 33541
Lot # 249

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us our on fixed incomes and this will cause us hardship.

Thank You,

Jewell Fitch

JF: jk

Ivo Myers
4827 Bobby Ave.
Zephyrhills, FL 33541 Lot 251

We protest the water rate increase the water is not good. Quality & a rate increase will not improve the quality of water.

Thank you

Ivo Myers

IM;jk

#253



YAHOO! MAIL

Print - Close Window

Date: Wed, 2 Jul 2008 10:35:09 -0700 (PDT)
From: "Pat Dimmer" <pcdimmer@sbcglobal.net>
Subject: water rates
To: amcondopk@juno.com

To: FLORIDA PUBLIC SERVICE COMMISSION
Subject: Hearing on water rates, Docket No. 080121-W8

Dear FPSC Members,

We the undersigned, Donald F. Dimmer and Patricia C. Dimmer, residential customers, do not believe an increase in water and sewer rates as requested by Aqua Utilities Florida, Inc. are warranted or fair.

1. The base water charge of \$21.92 from \$6.30 is obscene, an increase of over 300%.
 The base wastewater charge of \$45.26 from \$11.39, almost 400% is also unfair.
 As 6 month residence customers, we are obligated to pay these rates even without any water or sewerage usage.

2. The setup, as proposed, will penalize the people who are trying to conserve water and favor those who don't and use or waste our precious water reserves. With the proposed rates, the actual total cost per 1000 gallons actually decreases the more that is consumed. At a time when we should conserve water we will reward those who use the most.
 If any increase is necessary, reduce the base charges and increase the rate per 1000 gallon usage and people will conserve more.

Thank you, and help us conserve our water.

Donald F. Dimmer & Patricia C. Dimmer
 4807 Bobby Ave
 Zephyrhills, FL 33541

From: Pat Dimmer <pcdimmer@sbcglobal.net>
To: amcondopk@juno.com
Date: Wed, 2 Jul 2008 10:35:09 -0700 (PDT)
Subject: water rates

Lot #255

To: FLORIDA PUBLIC SERVICE COMMISSION
Subject: Hearing on water rates, Docket No. 080121-WS

Dear FPSC Members,

We the undersigned, Donald F. Dimmer and Patricia C. Dimmer, residential customers, do not believe an increase in water and sewer rates as requested by Aqua Utilities Florida, Inc. are warranted or fair.

1. The base water charge of \$21.92 from \$6.30 is obscene, an increase of over 300%.
The base wastewater charge of \$45.26 from \$11.39, almost 400% is also unfair.
As 6 month residence customers, we are obligated to pay these rates even without any water or sewerage usage.
2. The setup, as proposed, will penalize the people who are trying to conserve water and favor those who don't and use or waste our precious water reserves. With the proposed rates, the actual total cost per 1000 gallons actually decreases the more that is consumed. At a time when we should conserve water, we will reward those who use the most. If any increase is necessary, **reduce** the base charges and increase the rate per 1000 gallon usage and people will conserve more.

Thank you, and **help** us conserve our water.

Donald F. Dimmer & Patricia C. Dimmer
4807 Bobby Ave.
Zephyrhills, FL 33541

Tom & Judy Butzin
4803 Bobby Ave.
Zephyrhills, Fl 33541
Lot #256

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Commissioners please reconsider their request.

Thank You,
Tom & Judy Butzin

TJB;jk

From: butzinj@aol.com
To: AMCONDOPK@juno.com
Date: Thu, 03 Jul 2008 15:51:06 -0400
Subject: Aqua Utilities

Please represent us at the upcoming hearing for Aqua Utilities as being opposed to the rate increase they are proposing.

Thank you.

Thomas & Judith Butzin
4803 Bobby Ave.
Zephyrhills, FL

The Famous, the infamous, the lame - in your browser. [Get the TMZ Toolbar Now!](#)

From: "Carol Salino" <crsalino@htva.net>
To: <amcondopk@juno.com>
Date: Thu, 3 Jul 2008 14:39:13 -0400
Subject: Aqua Water/Sewer Bill

Our thoughts on Aqua's wanting to increase the base rate is simply Outrageous Highway Robbery Sincerly Robert & Carolyn Salino

From: Shawbaltic@aol.com
To: AMCONDOPK@JUNO.com
Date: Thu, 3 Jul 2008 15:05:00 EDT
Subject: Water rate increase

To Whom It May Concern,

I was not informed by Aqua Water about the increase in water rates. I was informed by American Condominium Park that Aqua Water was trying to raise the base rate for water from \$17.69 to \$67.+ just for base water rate weather we use water or not. I think this is bull. I can't think of any reason why we should have to pay for water that we don,t use. That kind of a raise is just out of the question.

Charlene & Sam Shaw
7/3/2008

Gas prices getting you down? Search AOL Autos for fuel-efficient [used cars](#).

Sandra L. Baxter

NAME: Sandra BaxterADDRESS: 4802 Elwana Way
Zephyrhills, FL 33541

The Baxter's
Sandy & Rich
4802 Elwana Way
Lot 263
Zephyrhills, Fla
Zip - 33541

Lot # 263 American Condo

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

7-4-2008

ADDITIONAL COMMENTS: you ARE DRIVING US OUT of FLORIDA. Will you be happy when we Leave and The people do NOT come back? With out us To Keep FLORIDA alive WHERE will The charges of gasoline elec. and water. ^{Thank You} END. We can NOT and ~~we~~ will NOT

accept THESE increased base charges. There is NOT any Residents in OUR Area That can afford This,

They ARE unfair in having ANY hearing when THERE ARE most of us gone, You can NOT expect any of us people To stand for THESE ~~increas~~ base charges. This is a 300% increase when we ARE NOT EVEN here. Do You want US TO LEAVE OVER?

#265
#106

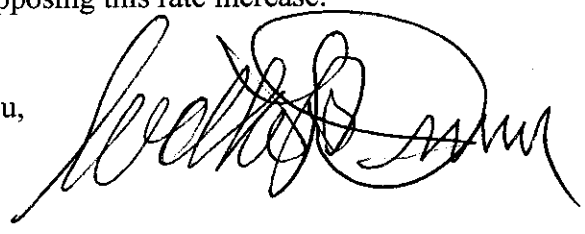
WALTER DUNN
4812 Elwanaway
Zephyrhills, Fl 33541
Lot # 265
#106

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

Thank you,

A handwritten signature in black ink, appearing to read "Walter Dunn". The signature is written in a cursive style with a large, circular flourish at the end.

Carol S. Kehrley
4849 Elwana Way
Zephyrhills, Fl 33541
Lot #271

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us our on fixed incomes and this will cause us hardship.

Thank You,
Carol S. Kehrley

From: Dick and Barbara <carolinakoepps@yahoo.com>
To: AMCONDOPK@JUNO.COM
Date: Thu, 3 Jul 2008 15:15:37 -0700 (PDT)
Subject: Petition filed by Aqua Utilities, Florida, Inc.

July 3, 2008

TO: American Condominium Board of Directors

FROM: Barbara Koepp

I request that you represent me at the hearing for the increase in utility rates as filed by Aqua Utilities Florida, Inc.

Since I own two lots I am doubly opposed to this preposterous petition. I have seen rate increase before but nothing that compares with this. I am in residence in the park about 6 1/2 months; however, I must pay for twelve months. This rate increase would be very unfair. During the time I am in residence I must buy all my drinking water and water that I use for tea, coffee and lemonade because of the poor quality of the water. The taste of the tap water is most unpleasant to me.

Please express my vehement opposition to the petition of Aqua Utilities Florida, Inc., at the Customer Service Hearing before the Florida Public Service Commission.

Thank you.

Barbara Koepp

Lots 273 and 210

Eileen Shields
4831 Elwana Way
Zephyrhills, Fl 33541
Lot # 275

Until I was notified by our development I was unaware of the proposed increase. I did not even receive a notice.

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us our on fixed incomes and this will cause us hardship.

Thank You,

Bill Harker
4807 Elwana Way
Zephyrhills, Fl 33541
Lot # 280

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us are on fixed incomes and this will cause us hardship.

Thank You,

Bill Harker

BH:jk

Helen & Chet Okalski
4743 Elwana Way
Zephyrhills, Fl 33541
Lot # 284

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us our on fixed incomes and this will cause us hardship.

Thank You,

Helen & Chet Okalski

HO:jk

NAME: OLEONE JETT

ADDRESS: 35018 JADE DR
Zephyrhills, Fl 33541

Lot # 287

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

What are you thinking?

I am on a limited income & with an increase like this, I would have to choose between washing clothes or bathing to be able to have water to drink & cool with.

Thank You,

Oleone Jett

287 Jade Dr

33541 Zephyrhills Fl

I Georgina Carrill own five lots in the American Condo Park. We are on a fixed income and have large medical bills coming in each month. We can't afford the increases you are asking for.

Thank you,
Georgina Carrill
4745 Stuey Dr..
Zephyrhills, Fl 33541

GC: jk


Shirley Williams
35102 Condo Blvd.
Zephyrhills, Fl 33541
Lot #295

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

Thank you,

A handwritten signature in cursive script that reads "Shirley Williams".

Shirley Williams

35108 Condominium Blvd.
Zephyrhills, FL 33541-7332
Lot 00000058 Block:
Account # 000897395 0640238
Zephyr Shores

June 30, 2008

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

Re: Docket No. 080121-WS
for Aqua Utilities Florida, Inc.
Hearing to be held July 8, 2008
Lakeland City Hall, Lakeland, FL

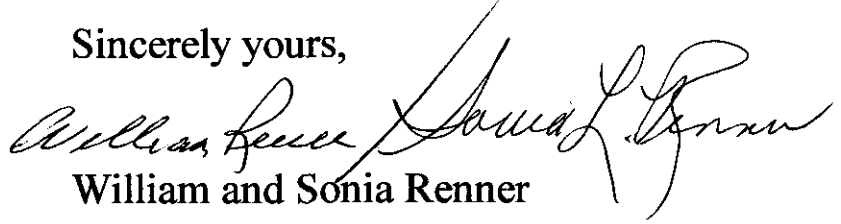
To Whom It May Concern:

Thank you for giving us an opportunity to express our concerns regarding Aqua Utilities Florida, Inc. request for these outrageously large increases in our water and wastewater usage.

We realize this company, as well as all businesses, needs to make a profit that enables them to continue their services, etc. Our displeasure is in the UNNECESSARILY large increase request. The figures sent to us with the referenced notice are certainly self-explanatory and totally out of line.

Please exercise your caution during this hearing and take into consideration that many citizens are on very limited incomes and will be unable to pay this tremendous increase. Thank you.

Sincerely yours,


William and Sonia Renner

pc: ACP-Z, Inc.

LOT #

From: TheMacs345@aol.com
To: AMCONDOPK@JUNO.COM, FLPrincessPita@aol.com
Date: Thu, 3 Jul 2008 13:25:41 EDT
Subject: Aqua water rate increase

As snowbird renters at American Condominium RV Park, we wish to join the residents in protesting the proposed water base and sewer base increase. The increase appears to be way out of line, and we feel that this can and perhaps will reflect on our ability to continue enjoying our winter months at the park.

Sincerely,

Richard L. and Nancy J. McLaughlin
120 Ridgewood Drive
Marquette, Michigan 49855

906-249-3347

Gas prices getting you down? Search AOL Autos for fuel-efficient used cars.

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 080121-08 EXHIBIT 15

COMPANY Customer of Aqua Utilities

WITNESS Lewis Hines (Bills)

DATE 07/28/08



LEWIS HINES
 2 ROSALIE OAKS BLVD
 LAKE WALES, FL 33898-8446
 Lot: 11903535 Block:

Account Number:
000890620 0633780
 ROSALIE OAKS

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **April 15, 2008**
 Credit Balance **(\$ 113.82)**

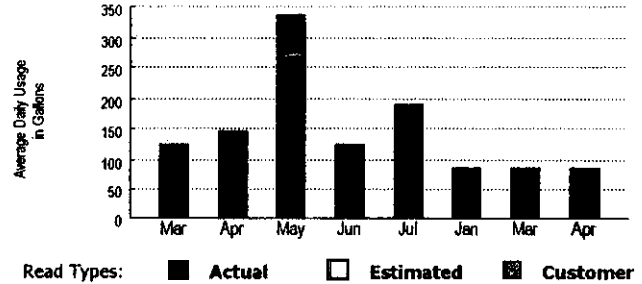
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56576152	5/8	04/10/08 03/10/08	31	Actual Actual	22300 19600	2,700	Gallons
Average Daily Usage = 87 Gallons		Total Days: 31		Total Usage:		2,700	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 122.13	Credit
Total Payments Received.....	0.00	
Balance.....	122.13	Credit
Water Base Facility Charge	11.38	
2,700 gallons @ \$0.00095 per gallon	2.57	
Current Water Charges.....	13.95	
Sewer Base Facility Charge	15.51	
2,700 gallons @ \$0.00667 per gallon	18.01	
Current Sewer Charges	33.52	
Deposit	40.00	Credit
Interest On Deposit	0.56	Credit
Utility Tax.....	1.40	
Amount Due 05/07/08	\$ 113.82	Credit

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.

1336562

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3531546

AQUA Water/Sewer Bill

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

Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 11903535 Block:

Account Number
000890620 0633780
 Credit Balance
(\$ 113.82)

Do Not Pay

You have a credit balance on your account.

Seq=29596 Cyc=33PI 1up=596122

*****AUTO***3-DIGIT 338 C 91 P 123
 LEWIS HINES
 2 ROSALIE OAKS BLVD
 LAKE WALES FL 33898-8446



00089062006337800000000113827



QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

e-mail: custserv@aquaaamerica.com

www.aquautilitiesflorida.com

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

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

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

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

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

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

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

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

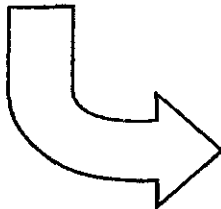
Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Utility Tax: A county service tax.

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

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

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



Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229





LEWIS HINES
 2 ROSALIE OAKS BLVD
 LAKE WALES, FL 33898-8446
 Lot: 11903535 Block:

000890620 0633780
 ROSALIE OAKS

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

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

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

Bill Date **May 16, 2008**
 Credit Balance **(\$ 63.21)**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56576152	5/8	05/14/08	34	Actual	25000	2,700	Gallons
		04/10/08		Actual	22300		
Average Daily Usage = 79 Gallons		Total Days: 34		Total Usage:		2,700	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 113.82	Credit	Sewer Base Facility Charge Sewer at Current Rate	13.35
Total Payments Received	0.00		Next 2,223 gallons @ \$0.00697 per gallon	15.50
Balance	113.82	Credit	Current Sewer Charges at Current Rate	28.85
Water Base Facility Charge Water at Old Rate	2.01		Current Sewer Charges	34.77
477 gallons @ \$0.00095 per gallon	0.45		Utility Tax	1.44
Current Water Charges At Old Rate	2.46		Amount Due 06/09/08	\$ 63.21 C
Water Base Facility Charge Water at Current Rate	9.74			
Next 2,223 gallons @ \$0.00099 per gallon	2.20			
Current Water Charges at Current Rate	11.94			
Current Water Charges	14.40			
Sewer Base Facility Charge Sewer at Old Rate	2.74			
477 gallons @ \$0.00667 per gallon	3.18			
Current Sewer Charges At Old Rate	5.92			

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.

1336562

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3531546
PAP15-00
REV 10-07

AQUA Water/Sewer Bill

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

Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 11903535 Block:

Account Number
000890620 0633780
 Credit Balance
(\$ 63.21)

Do Not Pay

You have a credit balance on your account.

Seq=37541 Cyc=33PI 1up=605518

*****AUTO***3-DIGIT 338 C 116 P 167
 LEWIS HINES
 2 ROSALIE OAKS BLVD
 LAKE WALES FL 33898-8446



000890620063378000000000063211



QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

e-mail: custserv@aquaaamerica.com

www.aquautilitiesflorida.com

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

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

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

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

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

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

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

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

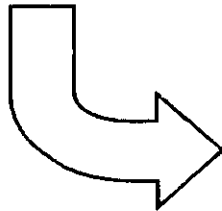
Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Utility Tax: A county service tax.

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

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

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



Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229





LEWIS HINES
 2 ROSALIE OAKS BLVD
 LAKE WALES, FL 33898-8446
 Lot: 11903535 Block:

000890620 0633780
 ROSALIE OAKS

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **June 12, 2008**
 Credit Balance **(\$ 17.87)**

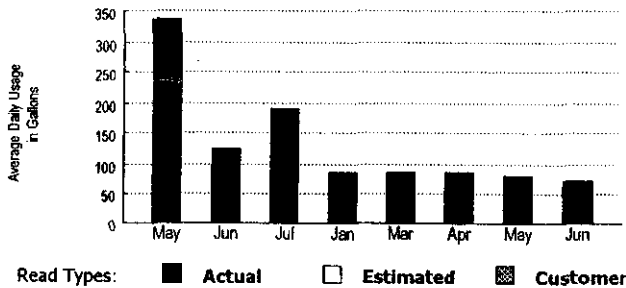
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56576152	5/8	06/10/08 05/14/08	27	Actual Actual	27000 25000	2,000	Gallons
Average Daily Usage = 74 Gallons		Total Days: 27		Total Usage:		2,000	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 63.21	Credit
Total Payments Received.....	0.00	
Balance.....	63.21	Credit
Water Base Facility Charge	11.83	
2,000 gallons @ \$0.00099 per gallon	1.98	
Current Water Charges.....	13.81	
Sewer Base Facility Charge	16.21	
2,000 gallons @ \$0.00697 per gallon	13.94	
Current Sewer Charges.....	30.15	
Utility Tax.....	1.38	
Amount Due 07/07/08	\$ 17.87	Credit

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.

1336562

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3531546

AQUA Water/Sewer Bill

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

Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 11903535 Block:

Account Number
000890620 0633780
 Credit Balance
(\$ 17.87)

Do Not Pay

You have a credit balance on your account.

Seq=31352 Cyc=33PI 1up=613073

*****AUTO**3-DIGIT 338 C 90 P 115
 LEWIS HINES
 2 ROSALIE OAKS BLVD
 LAKE WALES FL 33898-8446



00089062006337800000000017879



QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: custserv@aquaaamerica.com

Fax: 866-780-8292

www.aquautilitiesflorida.com

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

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

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

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

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

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

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

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

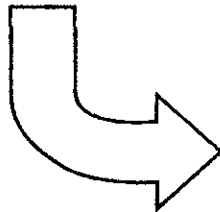
Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Utility Tax: A county service tax.

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

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

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



Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229





Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633780
 ROSALIE OAKS

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

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

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

Bill Date
May 18, 2007

Total Amount Due
\$ 170.96

Due Date
June 11, 2007

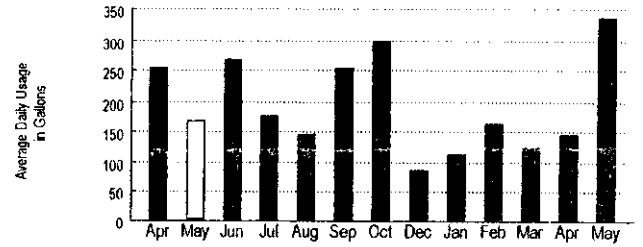
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426180	5/8	05/11/07	29	Actual	407300	9,800	Gallons
		04/12/07		Actual	397500		
Average Daily Usage = 337 Gallons		Total Days: 29		Total Usage:		9,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 34.58
Total Payments Received	34.58
Balance	0.00
Current Water Charges	48.79
Current Sewer Charges	117.29
Utility Tax	4.88
Amount Due 06/11/07	\$ 170.96

Water Usage History



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.

QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: custserv@aquaaamerica.com

Fax: 866-780-8292

www.aquautilitiesflorida.com

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

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

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

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

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

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

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

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

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

Utility Tax: A county service tax.

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

6/14/09
6/14/09
6/14/09



Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

OK No: 1405

Account Number
000890620 0633780
 ROSALIE OAKS

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

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

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

Bill Date **June 21, 2007** Total Amount Due **\$ 132.87** Due Date **July 16, 2007**

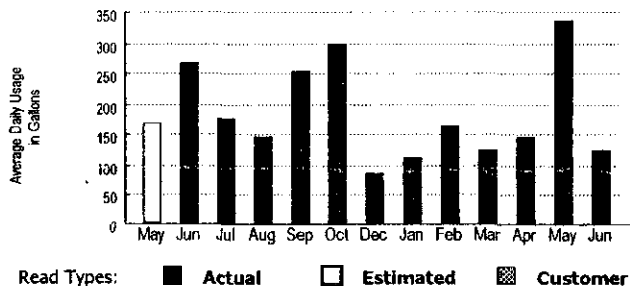
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426180	5/8	06/15/07	35	Actual	411700	4,400	Gallons
		05/11/07		Actual	407300		
Average Daily Usage = 125 Gallons		Total Days: 35		Total Usage:		4,400	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 170.96
Total Payments Received	170.96
Balance	0.00
Water Base Facility Charge	25.28
4,400 gallons @ \$0.00213 per gallon	9.37
Current Water Charges	34.65
Sewer Base Facility Charge	32.75
4,400 gallons @ \$0.01409 per gallon	62.00
Current Sewer Charges	94.75
Utility Tax	3.47
Amount Due 07/16/07	\$ 132.87

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.

QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

e-mail: custserv@aquaaamerica.com

www.aquautilitiesflorida.com

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

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

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

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

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

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

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

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

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

Utility Tax: A county service tax.

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



Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633780
 ROSALIE OAKS

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

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

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

Bill Date
July 19, 2007

Total Amount Due
\$ 147.83

Due Date
August 10, 2007

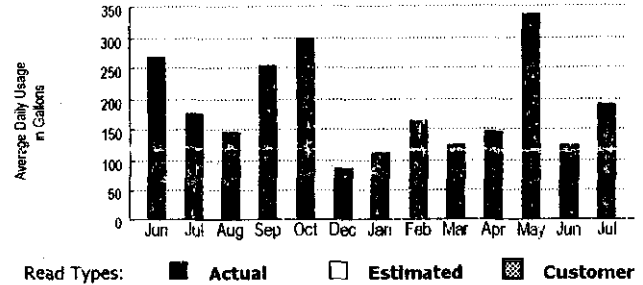
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426180	5/8	07/13/07	28	Actual	417000	5,300	Gallons
		06/15/07		Actual	411700		
Average Daily Usage = 189 Gallons		Total Days: 28		Total Usage:		5,300	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 132.87
Total Payments Received	132.87
Balance	0.00
Water Base Facility Charge	25.28
5,000 gallons @ \$0.00213 per gallon	10.65
Next 300 gallons @ \$0.00268 per gallon	0.80
Current Water Charges	36.73
Sewer Base Facility Charge	32.75
5,300 gallons @ \$0.01409 per gallon	74.68
Current Sewer Charges	107.43
Utility Tax	3.67
Amount Due 08/10/07	\$ 147.83

Water Usage History



pd. Aug. 7/07
ck. no: 1413

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:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633780
 ROSALIE OAKS

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

Tel: **877.987.2782**
 Fax: **866.780.8292**

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

Bill Date **August 24, 2007** Total Amount Due **\$ 105.96** Due Date **September 17, 2007**
 e Mail: **custserv@aquaaamerica.com**

Meter Data

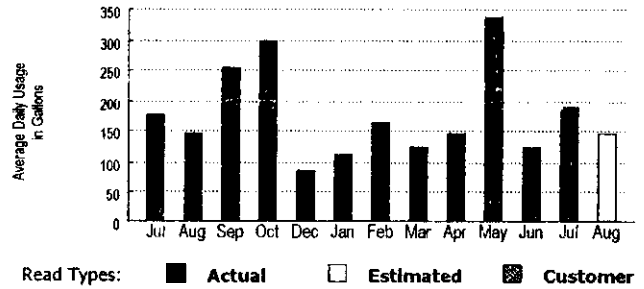
	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	56576152	5/8	08/06/07	13	Estimated	2400	2,400	Gallons
			07/24/07		Actual	0		
Old Meter	97426180	5/8	07/24/07	11	Actual	418100	1,100	Gallons
			07/13/07		Actual	417000		
Average Daily Usage = 145 Gallons			Total Days: 24		Total Usage:		3,500	Gallons

*We have exchanged your meter during this billing period.

Billing Detail

Amount Owed from Last Bill	\$ 147.83
Total Payments Received	147.83
Balance	0.00
Water Base Facility Charge	20.22
3,500 gallons @ \$0.00213 per gallon	7.46
Current Water Charges	27.68
Sewer Base Facility Charge	26.20
3,500 gallons @ \$0.01409 per gallon	49.31
Current Sewer Charges	75.51
Utility Tax	2.77
Amount Due 09/17/07	\$ 105.96

Water Usage History



*pd. 9/4/07
 ac. no: 1430*

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.

QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: custserv@aquaafrica.com

Fax: 866-780-8292

www.aquautilitiesflorida.com

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

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

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

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

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

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

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

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

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

Utility Tax: A county service tax.

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



Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633780
 ROSALIE OAKS

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

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

Questions about your water/sewer service?... Contact us before the due date
 Bill Date **September 20, 2007** Total Amount Due **\$ 45.86** Due Date **October 15, 2007**

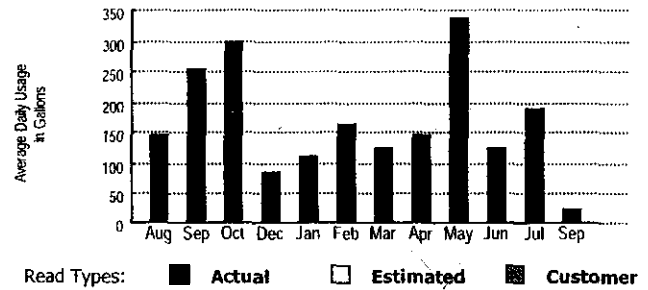
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	5/8	09/14/07	52	Actual	400	400	Gallons
		07/24/07		Actual	0		
Old Meter	5/8	07/24/07	11	Actual	418100	1,100	Gallons
		07/13/07		Actual	417000		
Average Daily Usage = 23 Gallons		Total Days: 63		Total Usage:		1,500	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 192.15	
Total Payments Received	0.00	
Balance	192.15	
Adjustments	298.11	Credit
Water Base Facility Charge	53.09	
1,500 gallons @ \$0.00213 per gallon	3.19	
Current Water Charges	56.28	
Sewer Base Facility Charge	68.78	
1,500 gallons @ \$0.01409 per gallon	21.13	
Current Sewer Charges	89.91	
Utility Tax	5.63	
Amount Due 10/15/07	\$ 45.86	

Water Usage History



225.26 credit

DUPLICATE BILL

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.

QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: custserv@aquaamerica.com

Fax: 866-780-8292

www.aquautilitiesflorida.com

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

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

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

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

By phone: Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number:
866.261.2989.

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

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

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

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

Utility Tax: A county service tax.

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



Service For
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633780
 ROSALIE OAKS

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **November 01, 2007** Total Amount Due **\$ 126.85** Due Date **November 26, 2007**

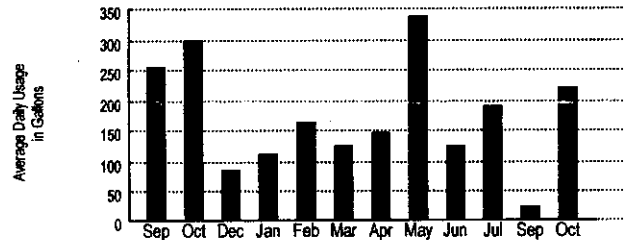
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56576152	5/8	10/15/07	31	Actual	7200	6,800	Gallons
		09/14/07		Actual	400		
Average Daily Usage = 219 Gallons		Total Days: 31		Total Usage:		6,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 45.86
Total Payments Received	0.00
Balance	45.86
Water Base Facility Charge	11.38
5,000 gallons @ \$0.00095 per gallon	4.75
Next 1,800 gallons @ \$0.0012 per gallon	2.16
Current Water Charges	18.29
Sewer Base Facility Charge	15.51
6,800 gallons @ \$0.00667 per gallon	45.36
Current Sewer Charges	60.87
Utility Tax	1.83
Amount Due 11/26/07	\$ 126.85

Water Usage History



Read Types: Actual Estimated Customer

*pd.
 nov. 17/07
 OK no: 1601*

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.

QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: custserv@aquaamerica.com

Fax: 866-780-8292

www.aquautilitiesflorida.com

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

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

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

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

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

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

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

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

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

Utility Tax: A county service tax.

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



Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633780
 ROSALIE OAKS

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

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

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

Bill Date
November 16, 2007 (\$ 98.41)

Credit Balance

Meter Data

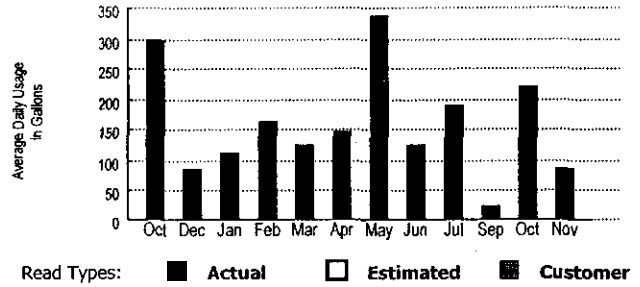
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56576152	5/8	11/12/07	28	Actual	9600	2,400	Gallons
		10/15/07		Actual	7200		
Average Daily Usage = 85 Gallons		Total Days: 28		Total Usage:		2,400	Gallons

Billing Detail

Amount Due 12/10/07 / \$ 98.41 **CR**

Amount Owed from Last Bill	\$ 126.85	
Total Payments Received	0.00	
Balance	126.85	
Water Base Facility Charge	11.38	
2,400 gallons @ \$0.00095 per gallon	2.28	
Current Water Charges	13.66	
Sewer Base Facility Charge	15.51	
2,400 gallons @ \$0.00667 per gallon	16.01	
Current Sewer Charges	31.52	
Surcharge Interim Rate Adjustment	9.78	Credit
Water Interim Rate Adjustment	97.81	Credit
Interest - Water Interim Rate Adjustment	0.81	Credit
Sewer Interim Rate Adjustment	162.12	Credit
Interest - Sewer Interim Rate Adjustment	1.29	Credit
Utility Tax	1.37	

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.
- This bill includes refunds in the form of multiple credits listed as "Adjustments" on this bill. The credits, which are itemized, include the cost paid for water and, or wastewater, plus interest, and the county surcharge (if applicable). The refunds are due to you for the higher interim rates approved by the Florida Public Service Commission and charged to you between April 12 and August 30, 2007.

1336562

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

PAP-515-A-0
 FL3531546 REV 01/07

AQUA Water/Sewer Bill

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

Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633780
 Credit Balance
(\$ 98.41)

Do Not Pay

You have a credit balance on your account.

Seq=274 Cyc=33PI 1up=542260 PC=BREE

BREE

LEWIS HINES
 2 ROSALIE OAKS BLVD
 LAKE WALES FL 33898-8446



00089062006337800000000098416



QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: custserv@aquaaamerica.com

Fax: 866-780-8292

www.aquautilitiesflorida.com

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

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

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

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

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

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

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

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

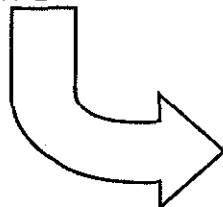
Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Utility Tax: A county service tax.

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

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

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



Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229





Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633780
 ROSALIE OAKS

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date
 Credit Balance
November 30, 2007 (\$ 293.82)

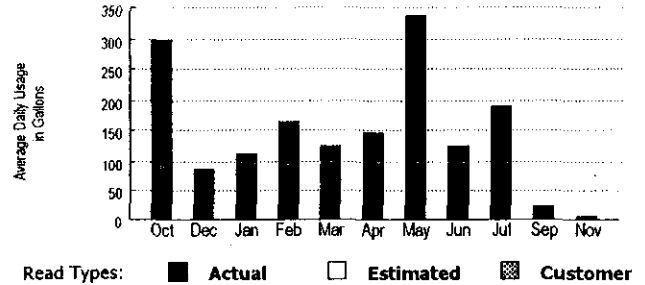
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56576152	5/8	11/12/07	59	Actual	900	500	Gallons
		09/14/07		Actual	400		
Average Daily Usage = 8 Gallons		Total Days: 59		Total Usage:		500	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 98.41	Credit
Total Payments Received	126.85	
Balance	225.26	Credit
Adjustments	127.54	Credit
Water Base Facility Charge	22.38	
500 gallons @ \$0.00095 per gallon	0.47	
Current Water Charges	22.85	
Sewer Base Facility Charge	30.50	
500 gallons @ \$0.00667 per gallon	3.34	
Current Sewer Charges	33.84	
Utility Tax	2.29	
Amount Due 12/24/07	\$ 293.82	Credit

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.
- This bill includes refunds in the form of multiple credits listed as "Adjustments" on this bill. The credits, which are itemized, include the cost paid for water and, or wastewater, plus interest, and the county surcharge (if applicable). The refunds are due to you for the higher interim rates approved by the Florida Public Service Commission and charged to you between April 12 and August 30, 2007.

1336562

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3531548PAP-515-A-0
REV 01/07

AQUA Water/Sewer Bill

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

Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633780
 Credit Balance
(\$ 293.82)

Do Not Pay

You have a credit balance on your account.

Seq=23512 Cyc= 1up=551962

*****AUTO**MIXED AADC 189 C 76 P 106
 LEWIS HINES
 2 ROSALIE OAKS BLVD
 LAKE WALES FL 33898-8446



00089062006337800000000293829



QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: custserv@aquaamerica.com

Fax: 866-780-8292

www.aquautilitiesflorida.com

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

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

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

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

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

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

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

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

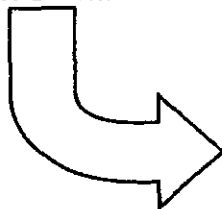
Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Utility Tax: A county service tax.

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

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

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



Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229





Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633780
 ROSALIE OAKS

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

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

Questions about your water/sewer service?... Contact us before the due date
 Bill Date **December 27, 2007** Credit Balance **(\$ 268.12)**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56576152	5/8	12/11/07 11/12/07	29	Estimated Actual	900 900	0	Gallons
Total Days: 29						Total Usage:	0 Gallons

Billing Detail

Amount Owed from Last Bill	\$ 293.82	Credit
Total Payments Received.....	0.00	
Balance.....	293.82	Credit
Water Base Facility Charge	11.38	
Current Water Charges.....	11.38	
Sewer Base Facility Charge	15.51	
Current Sewer Charges.....	15.51	
Interest On Deposit	2.33	Credit
Utility Tax.....	1.14	
Amount Due 01/18/08.....	\$ 268.12	Credit

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.

1336562

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3531546

AQUA Water/Sewer Bill

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

Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633780
 Credit Balance
(\$ 268.12)

Do Not Pay

You have a credit balance on your account.

Seq=16158 Cyc=33PI 1up=560582

*****AUTO**E-DIGIT 338 C 54 P 69
 LEWIS HINES
 2 ROSALIE OAKS BLVD
 LAKE WALES FL 33898-8446



00089062006337800000000268125



QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: custserv@aquaaamerica.com

Fax: 866-780-8292

www.aquautilitiesflorida.com

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

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

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

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

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

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

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

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

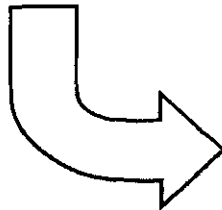
Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Utility Tax: A county service tax.

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

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

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



Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229





Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633780
 ROSALIE OAKS

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **January 18, 2008**
 Credit Balance **(\$ 134.25)**

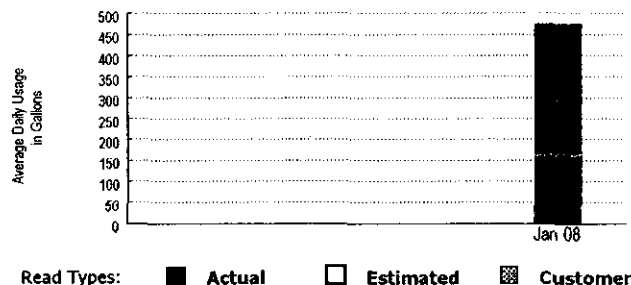
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56576152	5/8	01/08/08	28	Actual	14200	13,300	Gallons
		12/11/07		Estimated	900		
Average Daily Usage = 475 Gallons		Total Days: 28		Total Usage:		13,300	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 268.12 Credit
Total Payments Received	0.00
Balance	268.12 Credit
Water Base Facility Charge	11.38
5,000 gallons @ \$0.00095 per gallon	4.75
Next 5,000 gallons @ \$0.0012 per gallon	6.00
Next 3,300 gallons @ \$0.00146 per gallon	4.82
Current Water Charges	26.95
Sewer Base Facility Charge	15.51
13,300 gallons @ \$0.00667 per gallon	88.71
Current Sewer Charges	104.22
Utility Tax	2.70
Amount Due 02/11/08	\$ 134.25 Credit

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.

1336562

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3531546

AQUA Water/Sewer Bill

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

Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633780
 Credit Balance
(\$ 134.25)

Do Not Pay

You have a credit balance on your account.

Seq=32367 Cyc=33PI 1up=568081

*****AUTO**3-DIGIT 338 C 100 P 143
 LEWIS HINES
 2 ROSALIE OAKS BLVD
 LAKE WALES FL 33898-8446



00089062006337800000000134252



QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

e-mail: custserv@aquaaamerica.com

www.aquautilitiesflorida.com

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

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

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

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

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

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

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

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

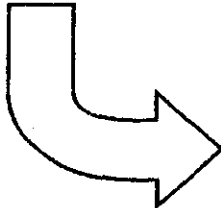
Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Utility Tax: A county service tax.

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

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

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



Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229





SERVICE TO:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 11903535 Block:

Account Number
000890620 0633780
 ROSALIE OAKS

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

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

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

Bill Date **February 13, 2008**
 Credit Balance **(\$ 221.72)**

Meter Data

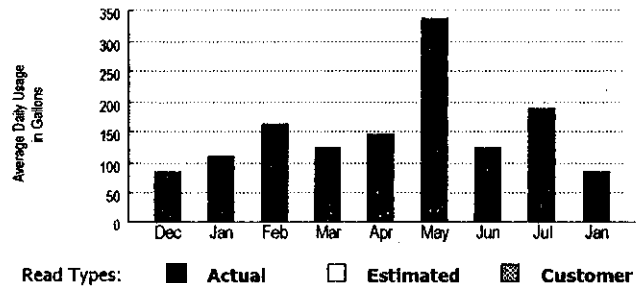
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	5/8	01/08/08	168	Actual	14200	14,200	Gallons
		07/24/07		Actual	0		
Old Meter	5/8	07/24/07	11	Actual	418100	1,100	Gallons
		07/13/07		Actual	417000		
Average Daily Usage = 85 Gallons		Total Days: 179		Total Usage:		15,300	Gallons

Billing Detail

Amount Due 03/06/08 **\$ 221.72 C**

Amount Owed from Last Bill	\$ 134.25	Credit
Total Payments Received	0.00	
Balance	134.25	Credit
Adjustments	372.70	Credit
Water Base Facility Charge	67.90	
15,300 gallons @ \$0.00095 per gallon.....	14.56	
Current Water Charges.....	82.46	
Sewer Base Facility Charge	92.54	
15,300 gallons @ \$0.00667 per gallon.....	102.03	
Current Sewer Charges	194.57	
Interest On Deposit	0.05	Credit
Utility Tax.....	8.25	

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.

1336562

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3531546

AQUA Water/Sewer Bill

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

Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 11903535 Block:

Account Number
000890620 0633780

Credit Balance
(\$ 221.72)

Do Not Pay

You have a credit balance on your account.

Seq=20661 Cyc=33P1 1up=576330

*****AUTO**3-DIGIT 338 C 66 P 93
 LEWIS HINES
 2 ROSALIE OAKS BLVD
 LAKE WALES FL 33898-8446



00089062006337800000000221728



QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: custserv@aquaaamerica.com

Fax: 866-780-8292

www.aquautilitiesflorida.com

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

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

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

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

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

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

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

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

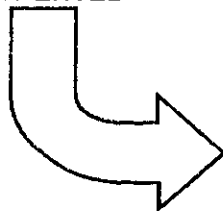
Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Utility Tax: A county service tax.

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

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

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



Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229





Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 11903535 Block:

Account Number
000890620 0633780
 ROSALIE OAKS

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **March 17, 2008** Credit Balance **(\$ 122.13)**

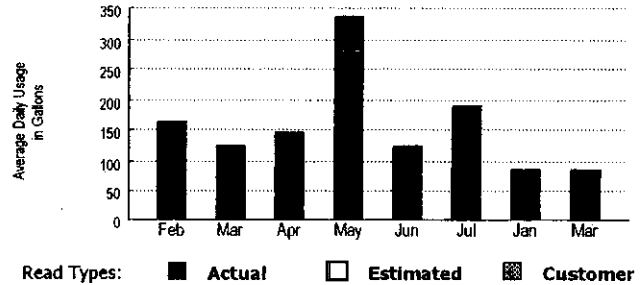
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56576152	5/8	03/10/08	62	Actual	19600	5,400	Gallons
		01/08/08		Actual	14200		
Average Daily Usage = 87 Gallons		Total Days: 62		Total Usage:		5,400	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 221.72	Credit
Total Payments Received.....	0.00	
Balance.....	221.72	Credit
Water Base Facility Charge	23.52	
5,400 gallons @ \$0.00095 per gallon	5.13	
Current Water Charges.....	28.65	
Sewer Base Facility Charge	32.05	
5,400 gallons @ \$0.00667 per gallon	36.02	
Current Sewer Charges	68.07	
Utility Tax.....	2.87	
Amount Due 04/08/08	\$ 122.13	Credit

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.

1336562

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3531546

AQUA Water/Sewer Bill

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

Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 11903535 Block:

Account Number
000890620 0633780
 Credit Balance
(\$ 122.13)

Do Not Pay

You have a credit balance on your account.

Seq=36222 Cyc=33PI 1up=586540

*****AUTO***3-DIGIT 338 C 110 P 144
 LEWIS HINES
 2 ROSALIE OAKS BLVD
 LAKE WALES FL 33898-8446



00089062006337800000000122130



QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: custserv@aquaafrica.com

Fax: 866-780-8292

www.aquautilitiesflorida.com

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

EXPLANATION OF TERMS

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

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

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

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

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

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

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

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

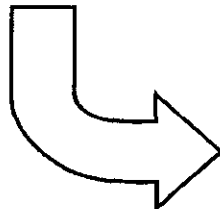
Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Utility Tax: A county service tax.

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

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

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



Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229



From 7-03 until 10-06 Paid bills averaged From Crystal River Utilities \$26. - \$36.

Over estimating

Jan. 07 Estimated 2,200 Gallon bill \$52.97

Feb. 07 actual reading 600 gallon

May 08 Estimated 1,400 Gallon additional charges \$8.04 sewer/\$1.65

water

Outrageous increases

April 08 received water increase 3.99%

April 08 received sewer increase 4.52%

(FL Power 4% 2008/FL Power 4% 2009)

attached sample of increased bills

Feb. 2007 1,100 gallon actual total bill =\$29.84

Jan. 2008 1,000 gallon actual total bill = \$52.15

Water quality

Not drinkable making a huge burden of carrying or purchasing drinking water
(see photos)

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 08D1245 EXHIBIT 16

COMPANY Customer of Aqua Utilities

WITNESS Janet Mc Laurin (CD + Information)

DATE 07/08/08



Service To:
MICHAEL MCLAURIN
4 ROSALIE OAKS BLVD
LAKE WALES, FL 33898
Lot: 1190345 Block:

Account Number
000899521 0642258
 ROSALIE OAKS

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

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

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

Bill Date: **February 15, 2007** Total Amount Due: **\$ 29.84** Due Date: **March 09, 2007**

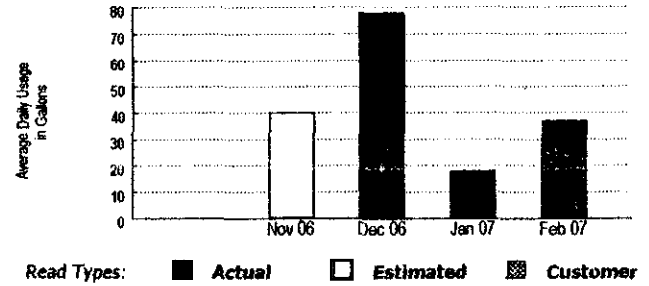
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93121862	5/8	02/13/07 01/15/07	29	Actual Actual	597800 596700	1,100	Gallons
Average Daily Usage = 37 Gallons		Total Days: 29		Total Usage:		1,100	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 29.31
Total Payments Received.....	29.31
Balance	0.00
Water Base Facility Charge.....	11.38
1,100 gallons @ \$0.00095 per gallon	1.05
Current Water Charges.....	12.43
Sewer Base Facility Charge	15.51
1,100 gallons @ \$0.00667 per gallon	0.66
Current Sewer Charges	16.17
Utility Tax.....	1.24
Amount Due 03/09/07	\$ 29.84

Water Usage History



Message Center

2/27/06
CR 954

1336562

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3531546

PAID 03-09-07
 03/09/07



Service To:
MICHAEL MCLAURIN
4 ROSALIE OAKS BLVD
LAKE WALES, FL 33898
Lot: 1190345 Block:

Account Number
000899521 0642258
 ROSALIE OAKS

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

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

Questions about your water/sewer service?... Contact us before the due date
 Bill Date **January 18, 2008** Credit Balance **(\$ 52.15)**

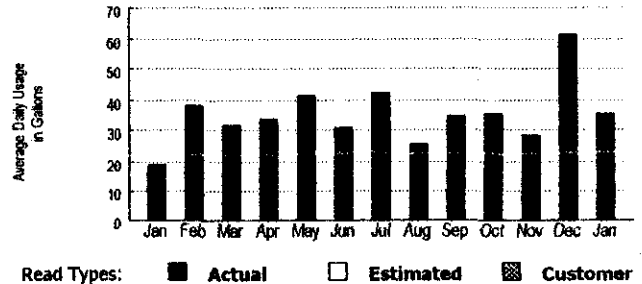
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93121862	5/8	01/08/08	28	Actual	609800	1,000	Gallons
		12/11/07		Actual	608800		
Average Daily Usage = 35 Gallons		Total Days: 28		Total Usage:		1,000	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 87.89 Credit
Total Payments Received	0.00
Balance	87.89 Credit
Water Base Facility Charge	11.38
1,000 gallons @ \$0.00095 per gallon	0.95
Current Water Charges	12.33
Sewer Base Facility Charge	15.51
1,000 gallons @ \$0.00667 per gallon	6.67
Current Sewer Charges	22.18
Utility Tax	1.23
Amount Due 02/11/08	\$ 52.15 Credit

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.

June 2, 2008

To Whom It Concerns;

I am writing this letter in concern for the way the Aqua Water Utilities bills are once again being handled. My bills keep fluctuating because one month I get estimated bills at much higher amounts than my normal usage, then actual the following. When these bills are estimated a premium rate is being applied to both water consumption and sewer usage. When my actual bill then adjusts I get no credit back for the premium charges that were applied. In March I paid my bill as usual by check, I did not notice that the March amount of \$17.81 was then carried over to my April bill and I paid the total including the \$17.81 already paid in March. Now receiving my May bill no credit for the overpaid March bill (\$17.81) and also another bill that overestimates my water/sewer usage and more excess fees.

This letter and copies of my utility bills are going to the Public Utilities Commission. I do not understand the problems of your utility Company's operation, but according to news reports I continue to see, and the proof of my own utility bills, it needs to be resolved.

I am deducting this March double paid bill from my current bill and I will send copies of all bills to the commission so they can see what your billing practices are.

It is difficult enough to survive today's economy without this abuse.

Regards,

Janet McLaurin

cc: Public Utilities Commission FL



Service To:
MICHAEL MCLAURIN
4 ROSALIE OAKS BLVD
LAKE WALES, FL 33898
Lot: 1190345 Block:

Account Number
000899521 0642258
 ROSALIE OAKS

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

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

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **December 27, 2007** Credit Balance **(\$ 87.89)**

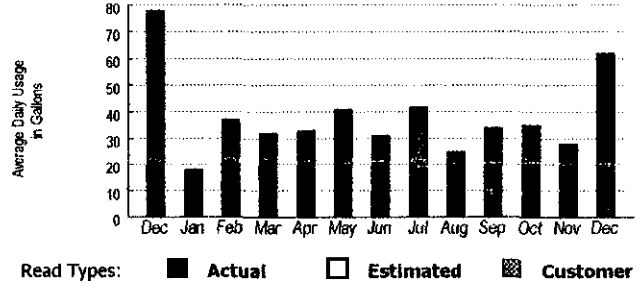
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93121862	5/8	12/11/07	29	Actual	608800	1,800	Gallons
		11/12/07		Actual	607000		
Average Daily Usage = 62 Gallons		Total Days: 29		Total Usage:		1,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 93.29	Credit
Total Payments Received	36.52	
Balance	129.81	Credit
Water Base Facility Charge	11.38	
1,800 gallons @ \$0.00095 per gallon	1.71	
Current Water Charges	13.09	
Sewer Base Facility Charge	15.51	
1,800 gallons @ \$0.00667 per gallon	12.01	
Current Sewer Charges	27.52	
Utility Tax	1.31	
Amount Due 01/18/08	\$ 87.89	Credit

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:
MICHAEL MCLAURIN
4 ROSALIE OAKS BLVD
LAKE WALES, FL 33898
Lot: 1190345 Block:

Account Number
000899521 0642258
 ROSALIE OAKS

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

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

Questions about your water/sewer service?... Contact us before the due date
 Bill Date **November 16, 2007** Credit Balance **(\$ 93.29)**

Meter Data

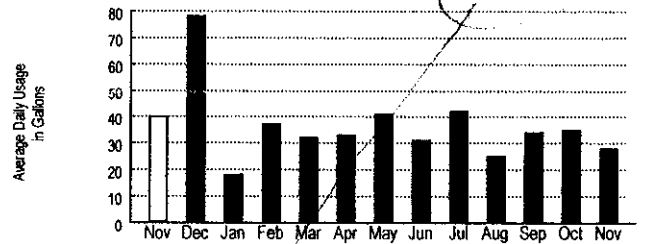
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93121862	5/8	11/12/07	28	Actual	607000	800	Gallons
		10/15/07		Actual	606200		
Average Daily Usage = 28 Gallons		Total Days: 28		Total Usage:		800	Gallons

Billing Detail

Amount Due 12/10/07 \$ 93.29

Amount Owed from Last Bill	\$ 36.52	
Total Payments Received	0.00	
Balance	36.52	
Water Base Facility Charge	11.38	
800 gallons @ \$0.00095 per gallon	0.76	
Current Water Charges	12.14	
Sewer Base Facility Charge	15.51	
800 gallons @ \$0.00667 per gallon	5.34	
Current Sewer Charges	20.85	
Water Interim Rate Adjustment	61.17	Credit
Surcharge Interim Rate Adjustment	6.12	Credit
Interest - Water Interim Rate Adjustment	0.50	Credit
Sewer Interim Rate Adjustment	95.46	Credit
Interest - Sewer Interim Rate Adjustment	0.76	Credit
Utility Tax	1.21	

Water Usage History



Read Types: ■ Actual □ Estimated ▣ Customer

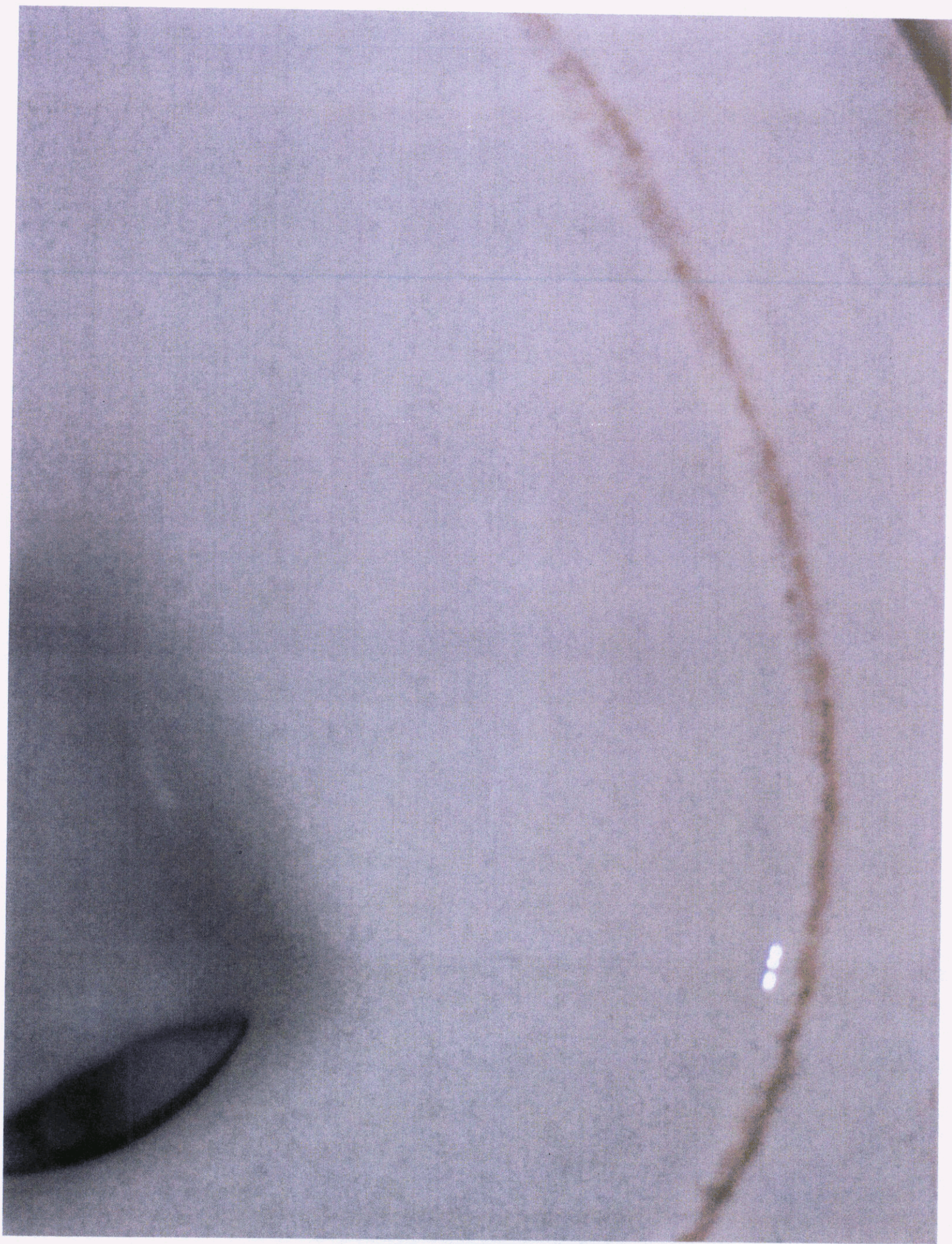
Handwritten notes: 164.01, 129.86, 166.81, 30.52, 130.29, Spoke w/ Catherine.

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- This bill includes refunds in the form of multiple credits listed as "Adjustments" on this bill. The credits, which are itemized, include the cost paid for water and, or wastewater, plus interest, and the county surcharge (if applicable). The refunds are due to you for the higher interim rates approved by the Florida Public Service Commission and charged to you between April 12 and August 30, 2007.









17

Docket No. 080121-WS

4625 Windy Lane
Zephyrhills, Florida 33541
July 8, 2008

Today is Tuesday, July 8, 2008. My name is Gus Alexakos, reside at 4625 Windy Lane, Zephyrhills, Florida.

Zephyrshores is a Senior Community of 210 mobile homes. The majority of our residence like myself dont drink the water by our supplier AQUA Water. We purchase water by the bottles.

On June 13, 2007 at the Florida Public Service Commission hearing, I asked AQUA to X-Ray our sewer lines. NO ACTION.

Again, st last years hearing, I recommended water flushing be done also Manually for Quality Water. NO ACTION.

On April 18, 2008, Zephyrshores had the pleasure of having AQUA Water President Mr. John Lihvarcik and Mr. Pellenz at Zephyrshores Club House. Their were 100 in attendance, and they did an excellent job fielding all the questions. WE THANK THEM.

We in Zephyrshores would be in favor of AQUA Water increase, IF We Could Drink It! Its only Good for Flushing Toilets!

Gus Alexakos

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 080121-WS EXHIBIT 17
COMPANY Customer of Aqua Utilities
WITNESS Gus Alexakos (Statement)
DATE 07/08/08

Exhibit "A"

18

Polk County Utilities Department
Residential Water, Wastewater and Reclaimed Water Rates
Effective December 1, 2007

RESIDENTIAL WATER RATES					
Effective Date	12/1/2007	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Inflation Rate	N/A	5%	5%	5%	5%
Base Charge	\$ 6.89	\$ 7.23	\$ 7.59	\$ 7.97	\$ 8.37
Usage Block Ranges (in thousands of gallons)					
0-3	\$ 1.30	\$ 1.37	\$ 1.44	\$ 1.51	\$ 1.59
4-10	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
11-20	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
21-30	\$ 5.19	\$ 5.45	\$ 5.72	\$ 6.01	\$ 6.31
31-40	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
Over 40	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73

RESIDENTIAL WASTEWATER RATES					
Effective Date	12/1/2007	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Inflation Rate	N/A	5%	5%	5%	5%
Base Charge	\$ 25.08	\$ 26.63	\$ 28.31	\$ 29.73	\$ 31.22
Usage per thousand gallons up to 7,000 gallons	\$ 4.51	\$ 4.84	\$ 5.00	\$ 5.33	\$ 5.60

45+
8.73

RESIDENTIAL RECLAIMED WATER RATES					
Effective Date	12/1/2007	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Inflation Rate	N/A	5%	5%	5%	5%
Reclaimed Water Base Charge	N/A	N/A	N/A	N/A	N/A
Usage Block Ranges (in thousands of gallons)					
0-20	\$ 1.00	\$ 1.05	\$ 1.10	\$ 1.16	\$ 1.22
21-30	\$ 3.00	\$ 3.15	\$ 3.31	\$ 3.48	\$ 3.66
31-40	\$ 4.00	\$ 4.20	\$ 4.41	\$ 4.63	\$ 4.86
Over 40	\$ 6.00	\$ 6.30	\$ 6.62	\$ 6.96	\$ 7.30

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 080124-WS EXHIBIT 18
COMPANY Customer of Aqua Utilities
WITNESS Charles R. Beam (Info from Polk
DATE County Water Dept.
07/08/08

RESOLUTION NO. 07-137

**Polk County Utilities Department
Rate Resolution**

WHEREAS, Polk County, a political subdivision of the State of Florida, by and through its Board of County Commissioners, is authorized to establish and modify water, wastewater and reclaimed water rates, connection fees, service charges and customer deposits for its utility customers; and

WHEREAS, the existing rate structure will not support the five-year financial plan and does not recover the cost of service, encourage conservation for commercial/multi-family potable water users, encourage reclaimed water conservation among any customer classification, nor properly allocate expansion costs to future customers; and

WHEREAS, the Polk County Utilities Department recently completed a Financial Plan and Rate Study that determined revenue requirements and a five-year financial plan, redesigned the service rates to recover the cost of service and promote water and reclaimed water conservation, and calculated connection fees that properly allocate expansion costs to future customers; and

WHEREAS, after a properly noticed Public Hearing, in which the public was given an opportunity to be heard as to the increase in rates, fees and charges proposed by Polk County Utilities;

NOW, THEREFORE, BE IT RESOLVED by the Polk County Board of County Commissioners as follows:

Effective December 1, 2007, the rates charged for water, wastewater and reclaimed water services, miscellaneous fees and charges and customer deposits shall be as set forth in the tables attached as Exhibit "A", as well as all connection fees charged on or after June 1, 2008, by Polk County through its Utilities Department. The rates, fees and charges shall be indexed (increased) five (5) percent per year for the next four (4) years and will become effective on October 1 of each year (October 1, 2008, October 1, 2009, October 1, 2010, and October 1, 2011).

ADOPTED this 20th day of November, 2007.

ATTEST:

RICHARD M. WEISS, CLERK

By: *Freida L. Wade*
Deputy Clerk

POLK COUNTY BOARD OF COUNTY COMMISSIONERS

By: *Sam Johnson*
Chairman

(SEAL)



FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 080121-WS EXHIBIT 19

COMPANY Customers of Aqua Utilities

WITNESS William Webb - Polk County Resolution

DATE 07/08/08

Water 2007
Pass B
Pass all Aqua
Polk

Exhibit "A"

**Polk County Utilities Department
Residential Water, Wastewater and Reclaimed Water Rates
Effective December 1, 2007**

RESIDENTIAL WATER RATES					
Effective Date	12/1/2007	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Indexing Rate	N/A	5%	5%	5%	5%
Base Charge	\$ 6.89	\$ 7.23	\$ 7.59	\$ 7.97	\$ 8.37
Usage Block Ranges (in thousands of gallons)					
0 - 3	\$ 1.30	\$ 1.37	\$ 1.44	\$ 1.51	\$ 1.59
4 - 10	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
11 - 20	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
21 - 30	\$ 5.19	\$ 5.45	\$ 5.72	\$ 6.01	\$ 6.31
31 - 40	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
Over 40	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73

RESIDENTIAL WASTEWATER RATES					
Effective Date	12/1/2007	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Indexing Rate	N/A	5%	5%	5%	5%
Base Charge	\$ 25.68	\$ 26.96	\$ 28.31	\$ 29.73	\$ 31.22
Usage per thousand gallons up to 7,000 gallons	\$ 4.61	\$ 4.84	\$ 5.08	\$ 5.33	\$ 5.60

RESIDENTIAL RECLAIMED WATER RATES					
Effective Date	12/1/2007	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Indexing Rate	N/A	5%	5%	5%	5%
Reclaimed Water Base Charge	N/A	N/A	N/A	N/A	N/A
Usage Block Ranges (in thousands of gallons)					
0 - 20	\$ 1.00	\$ 1.05	\$ 1.10	\$ 1.16	\$ 1.22
21 - 30	\$ 3.00	\$ 3.15	\$ 3.31	\$ 3.48	\$ 3.65
31 - 40	\$ 4.00	\$ 4.20	\$ 4.41	\$ 4.63	\$ 4.86
Over 40	\$ 6.00	\$ 6.30	\$ 6.62	\$ 6.95	\$ 7.30

Polk County Utilities Department
Commercial /Multi-Family Water, Wastewater and Reclaimed Water Rates
Effective December 1, 2007

COMMERCIAL/MULTI-FAMILY WATER RATES

Effective Date	12/1/2007	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Indexing Rate	N/A	5%	5%	5%	5%
5/8" & 3/4" Base Charge	\$ 10.33	\$ 10.85	\$ 11.39	\$ 11.96	\$ 12.56
5/8" & 3/4" Usage Block Ranges (in thousands of gallons)					
0 - 15	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
16 - 30	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
31 - 60	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 60	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73
1" Base Charge	\$ 17.21	\$ 18.07	\$ 18.97	\$ 19.92	\$ 20.92
1" Usage Block Ranges (in thousands of gallons)					
0 - 25	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
26 - 50	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
51 - 100	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 100	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73
1-1/2" Base Charge	\$ 34.43	\$ 36.15	\$ 37.96	\$ 39.86	\$ 41.85
1-1/2" Usage Block Ranges (in thousands of gallons)					
0 - 50	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
51 - 100	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
101 - 200	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 200	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73
2" Base Charge	\$ 55.08	\$ 57.83	\$ 60.72	\$ 63.76	\$ 66.95
2" Usage Block Ranges (in thousands of gallons)					
0 - 80	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
81 - 160	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
161 - 320	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 320	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73
3" Base Charge	\$ 103.26	\$ 108.44	\$ 113.86	\$ 119.56	\$ 125.53
3" Usage Block Ranges (in thousands of gallons)					
0 - 150	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
151 - 300	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
301 - 600	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 600	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73
4" Base Charge	\$ 172.14	\$ 180.75	\$ 189.79	\$ 199.28	\$ 209.24
4" Usage Block Ranges (in thousands of gallons)					
0 - 250	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
251 - 500	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
501 - 1,000	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 1,000	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73
6" Base Charge	\$ 344.28	\$ 361.49	\$ 379.56	\$ 398.54	\$ 418.47
6" Usage Block Ranges (in thousands of gallons)					
0 - 500	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
501 - 1,000	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
1,001 - 2,000	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 2,000	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73

Polk County Utilities Department
 Commercial/Multi-Family Water, Wastewater and Reclaimed Water Rates
 Effective December 1, 2007

COMMERCIAL/MULTI-FAMILY WATER RATES

Effective Date	12/1/2007	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Indexing Rate	N/A	5%	5%	5%	5%
8" Base Charge	\$ 550.85	\$ 578.39	\$ 607.31	\$ 637.68	\$ 669.56
8" Usage Block Ranges (in thousands of gallons)					
0 - 800	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
801 - 1,800	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
1,801 - 3,200	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 3,200	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73
10" Base Charge	\$ 344.28	\$ 361.49	\$ 379.56	\$ 398.54	\$ 418.47
10" Usage Block Ranges (in thousands of gallons)					
0 - 1,150	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
1,151 - 2,300	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
2,301 - 4,600	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 4,600	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73
12" Base Charge	\$ 1,481.35	\$ 1,555.42	\$ 1,633.19	\$ 1,714.85	\$ 1,800.59
12" Usage Block Ranges (in thousands of gallons)					
0 - 2,150	\$ 1.73	\$ 1.82	\$ 1.91	\$ 2.01	\$ 2.11
2,151 - 4,300	\$ 3.46	\$ 3.63	\$ 3.81	\$ 4.00	\$ 4.20
4,301 - 8,600	\$ 6.92	\$ 7.27	\$ 7.63	\$ 8.01	\$ 8.41
over 8,600	\$ 12.11	\$ 12.72	\$ 13.36	\$ 14.03	\$ 14.73

**Polk County Utilities Department
Commercial/Multi-Family Water, Wastewater and Reclaimed Water Rates
Effective December 1, 2007**

COMMERCIAL/MULTI-FAMILY WASTEWATER RATES

Effective Date	12/1/2007	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Indexing Rate	N/A	5%	5%	5%	5%
Base Charge 5/8" & 3/4" Meter	\$ 38.52	\$ 40.45	\$ 42.47	\$ 44.59	\$ 46.82
Base Charge 1" Meter	\$ 84.20	\$ 87.41	\$ 90.78	\$ 94.32	\$ 98.04
Base Charge 1-1/2" Meter	\$ 128.40	\$ 134.82	\$ 141.58	\$ 148.64	\$ 156.07
Base Charge 2" Meter	\$ 205.44	\$ 215.71	\$ 226.50	\$ 237.82	\$ 249.71
Base Charge 3" Meter	\$ 385.21	\$ 404.47	\$ 424.69	\$ 445.93	\$ 468.23
Base Charge 4" Meter	\$ 642.01	\$ 674.11	\$ 707.82	\$ 743.21	\$ 780.37
Base Charge 6" Meter	\$ 1,284.03	\$ 1,348.23	\$ 1,415.64	\$ 1,486.43	\$ 1,560.75
Base Charge 8" Meter	\$ 2,054.44	\$ 2,157.18	\$ 2,265.02	\$ 2,378.27	\$ 2,497.18
Base Charge 10" Meter	\$ 2,953.28	\$ 3,100.92	\$ 3,255.97	\$ 3,418.77	\$ 3,589.71
Base Charge 12" Meter	\$ 5,521.20	\$ 5,797.26	\$ 6,087.12	\$ 6,391.48	\$ 6,711.05
Usage Charge Per 1,000 Gallons	\$ 4.61	\$ 4.84	\$ 5.08	\$ 5.34	\$ 5.60

COMMERCIAL/MULTI-FAMILY RECLAIMED WATER RATES

Effective Date	12/1/2007	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Indexing Rate	N/A	5%	5%	5%	5%
Reclaimed Water Base Charge	N/A	N/A	N/A	N/A	N/A
Usage Block Ranges (in thousands of gallons)					
0 - 20	\$ 1.00	\$ 1.05	\$ 1.10	\$ 1.16	\$ 1.22
21 - 30	\$ 3.00	\$ 3.15	\$ 3.31	\$ 3.48	\$ 3.65
31 - 40	\$ 4.00	\$ 4.20	\$ 4.41	\$ 4.63	\$ 4.86
Over 40	\$ 6.00	\$ 6.30	\$ 6.62	\$ 6.95	\$ 7.30
Bulk Priority	\$ 0.74	\$ 0.78	\$ 0.82	\$ 0.86	\$ 0.90
Bulk Interruptible	\$ 0.31	\$ 0.33	\$ 0.35	\$ 0.37	\$ 0.39

**Polk County Utilities Department
Water and Wastewater Connection Charges
Effective June 1, 2008**

Residential					
Effective Date	6/1/2008	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Indexing Rate	91.0%	5%	5%	5%	5%
WATER CONNECTION FEES					
Type of Residence					
Single Family Detached Units on Lots of 1.0 Acre or Less	\$ 2,340	\$ 2,467	\$ 2,580	\$ 2,709	\$ 2,844
Single Family Detached Units on Lots of More than 1.0 Usable Acre	\$ 3,511	\$ 3,687	\$ 3,871	\$ 4,084	\$ 4,268
Multi-family Units Including Apartments, Condos, Duplexes, Triplexes, etc.	\$ 1,287	\$ 1,351	\$ 1,419	\$ 1,490	\$ 1,564
Mobile Homes on Lots of Less Than 6000 Square Feet	\$ 1,404	\$ 1,474	\$ 1,548	\$ 1,625	\$ 1,707
Mobile Homes on Lots of 6000 Square Feet or More	\$ 2,340	\$ 2,467	\$ 2,580	\$ 2,709	\$ 2,844
Park Model RVs	\$ 1,287	\$ 1,351	\$ 1,419	\$ 1,490	\$ 1,564
Destination RVs *	\$ 1,287	\$ 1,351	\$ 1,419	\$ 1,490	\$ 1,564
All other RVs Including Transient RVs	\$ 1,287	\$ 1,351	\$ 1,419	\$ 1,490	\$ 1,564
Effective Date	6/1/2008	10/1/2008	10/1/2009	10/1/2010	10/1/2011
Indexing Rate	1.0%	5%	5%	5%	5%
WASTEWATER CONNECTION FEES					
Type of Residence					
Single Family Detached Units on Lots of 1.0 Acre or Less	\$ 3,451	\$ 3,624	\$ 3,805	\$ 3,995	\$ 4,195
Single Family Detached Units on Lots of More than 1.0 Usable Acre	\$ 3,451	\$ 3,624	\$ 3,805	\$ 3,995	\$ 4,195
Multi-family Units Including Apartments, Condos, Duplexes, Triplexes, etc.	\$ 2,312	\$ 2,428	\$ 2,549	\$ 2,676	\$ 2,810
Mobile Homes on Lots of Less Than 6000 Square Feet	\$ 2,312	\$ 2,428	\$ 2,549	\$ 2,676	\$ 2,810
Mobile Homes on Lots of 6000 Square Feet or More	\$ 3,451	\$ 3,624	\$ 3,805	\$ 3,995	\$ 4,195
Park Model RVs	\$ 1,898	\$ 1,993	\$ 2,093	\$ 2,197	\$ 2,307
Destination RVs *	\$ 2,312	\$ 2,428	\$ 2,549	\$ 2,676	\$ 2,810
All other RVs including Transient RVs	\$ 3,451	\$ 3,624	\$ 3,805	\$ 3,995	\$ 4,195
*NOTE:					
A Destination RV must be: (1) Sited on a lot owned in fee simple by the user; (2) Sited in a park that is a platted subdivision; (3) Sited on a lot 3,000 square feet or larger; and (4) Sited in a park that does not have a dump station or undivided interest lot sales or time share lot sales. This category of user is subject to inspection by Polk County Utilities to ensure that Destination RVs are not transient RVs. Destination RV lots used by Transient RVs will be subject to a 1.0 ERC sewer connection charge.					

**Polk County Utilities Department
Water and Wastewater Connection Charges
Effective June 1, 2008**

Commercial

Water Connection Fees

Commercial Water Connection fees will be assessed on projected daily usage, in accordance with the Polk County Utilities Code, divided by 360 gallons to calculate the Equivalent Residential Connection (ERC). This ERC will be multiplied by connection fee assessed for a single Family Detached Unit on lots one acre or less.

Wastewater Connection Fees

Commercial Wastewater Connection fees will be assessed on projected daily usage, in accordance with the Polk County Utilities Code, divided by 270 gallons to calculate the Equivalent Residential Connection (ERC). This ERC will be multiplied by connection fee assessed for a single Family Detached Unit on lots one acre or less.

**Polk County Utilities Department
Schedule of Miscellaneous Fees
Effective December 1, 2007**

Fee Description	Current Charge	Proposed Charge Effective 12/1/2007
New Account Charge 3/4" - 2" meter Larger than 2" meter	\$15.00 \$30.00	\$55.00 \$70.00
Deposit <u>Residential</u> Water Sewer Combined	\$40.00 \$60.00 \$100.00	\$75.00 \$110.00 \$185.00
<u>Commercial</u> Water Sewer Combined	2.5 X Est. Monthly Bill 2.5 X Est. Monthly Bill 2.5 X Est. Monthly Bill	2.5 X Est. Monthly Bill 2.5 X Est. Monthly Bill 2.5 X Est. Monthly Bill
Same Day Service (During Business Hours)	\$10.00	\$60.00
Same Day Service (After Hours Service)	\$25.00	\$80.00
Return Check or Draft * Checks \$50 or less Checks \$51-\$300 Checks \$301 or more	\$25.00 \$30.00 \$40 or 5% of face value, whichever is greater	As established by Polk County Clerk of Courts by policy (no change at this time)
Premise Visit Charge	\$15.00	\$60.00
Disconnect for Nonpayment Less than 2" Meter 2" Meter and above	\$15.00 \$30.00	\$60.00 \$105.00
3/4" Temporary Absence Disconnect	\$15.00	\$60.00
Service Restoration/Reconnection Charge Less than 2" meter 2" Meter and above	\$15.00 \$30.00	\$60.00 \$105.00
Meter Installation/Reinstallation Charge 3/4" Meter 1" Meter 1-1/2" Meter 2" Meter Larger than 2" meter	\$450.00 \$550.00 \$900.00 \$1,415.00 Actual Cost	\$450.00 \$550.00 \$900.00 \$1,415.00 Actual Cost
Temporary Meter Installation 2" Meter On Hydrant Installation requiring Line Tap	\$50.00 \$100.00	\$105.00 \$195.00
Meter Exchange Charge (for size change)	See Meter Installation charge	
*NOTE: Return check fees are established by the Polk County Clerk of Courts Office and are adjusted from time to time.		

**Polk County Utilities Department
Schedule of Miscellaneous Fees
Effective December 1, 2007**

Fee Description	Current Charge	Proposed Charge Effective 12/1/2007
Meter Test Charge (Field Test) Less than 2" Meter 2" Meter and above (This fee is waived if meter is not registering within AWWA standards.)	\$25.00 Actual Cost	\$80.00 Actual Cost
Penalty for Meter Tampering/Theft of Service 1st Infraction 2nd Infraction 3rd Infraction	\$100.00 \$500.00 \$1,000.00	\$100.00 \$500.00 \$1,000.00
Penalty for Obscured Meter	\$25.00	\$80.00
Penalty for Connection to Other Systems	\$500.00	\$500.00
Penalty for Cross Connection	\$500.00	\$500.00
Surcharge for High Strength Industrial Wastes shall be calculated and applied pursuant to Section 30 (E), "Wastewater Constituent Limitations," contained in Polk County Utilities Code Ordinance 03-21 as amended.		
Relocate Meter Less than 2" Meter 2" Meter and above	\$175.00 Actual Cost	\$175.00 Actual Cost
Water Audit	\$25.00	\$75.00
Reclaimed Water Follow-up Inspection	\$50.00	\$80.00
Late Payment	\$3.00 or 5% of payment due, whichever is greater, on balances over \$14.99	\$6.00 or 5% of payment due, whichever is greater, on balances over \$14.99
Backflow test (Municipal Charge) 3/4" to 2" Meter Larger than 2" Meter	\$25.00 Actual Cost	\$80.00 Actual Cost