

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

In Re: Application for increase in water and ) Docket No. 080121-WS  
Wastewater rates in Alachua, Brevard, )  
Highlands, Lake, Lee, Marion, Orange, ) Filed: October 13, 2008  
Palm Beach, Pasco, Polk, Putnam, Seminole, )  
Sumter, Volusia, and Washington Counties )  
by Aqua Utilities Florida, Inc. )

**DIRECT TESTIMONY**

**OF**

**EARL POUCHER**

**On Behalf of the Citizens of the State of Florida**

J.R. Kelly  
Public Counsel

Office of Public Counsel  
c/o The Florida Legislature  
111 West Madison Street  
Room 812  
Tallahassee, FL 32399-1400

Attorney for the Citizens  
Of the State of Florida

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**Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.**

A. My name is Earl Poucher. My business address is 111 W. Madison Street,  
Tallahassee, FL 32399-1400.

**Q. WHO ARE YOU EMPLOYED BY, WHAT IS YOUR POSITION AND HOW LONG HAVE YOU BEEN EMPLOYED THERE?**

A. I am a Senior Legislative Analyst with the Office of Public Counsel, State of Florida where I have been employed for the past 17 years.

**Q. PLEASE SUMMARIZE YOUR UTILITY AND REGULATORY EXPERIENCE.**

A. I graduated from the University of Florida in 1956 and I started employment with Southern Bell that same year. I retired from the company (BellSouth) in 1987. As a BellSouth/Southern Bell employee, I held a wide variety of regulatory and operations management positions and I testified on behalf of the company in Georgia and North Carolina dockets.

**Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

A. I am testifying on behalf of the Office of Public Counsel and the purpose of this testimony is to describe customer responses regarding the quality of service and quality of water provided by Aqua Utilities Florida, Inc. to its customers that has

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1           been submitted in this docket via customer service hearings, customer  
2           correspondence and responses to the company's efforts that are  
3           described in the supplemental direct testimony of Christopher H. Franklin  
4           submitted on behalf of Aqua Utilities Florida, Inc. in this docket.

5  
6       **Q.   WHAT SPECIFIC AREAS OF MR. FRANKLIN'S TESTIMONY ARE**  
7       **YOU DISPUTING?**

8       A.   Contrary to the testimony provided by Mr. Franklin, Aqua Florida customer  
9       responses solicited by the Office of Public Counsel indicate that Aqua has failed  
10      to adequately respond to the concerns of its customers. The testimony of  
11      individual customers in service hearings throughout the state provides ample  
12      proof that the company is failing to provide adequate quality of service and  
13      acceptable quality of water to the Citizens of Florida. Mr. Franklin's elaborate,  
14      color coded exhibit appears to be submitted to convince the Commission that the  
15      company has adequately responded to the complaints expressed during the service  
16      hearings. According to many of its customers, Aqua has failed to adequately deal  
17      with the customer complaints that have been received by the company. Mr.  
18      Franklin states that the prioritization of complaints in the color-coded charts "in  
19      no way implies that AUF is not addressing all of the issues raised at the service  
20      hearings." Mr. Franklin's testimony goes on to state: "Each and every issue  
21      raised by a customer is extremely important to AUF." Close analysis of the Aqua  
22      responses to the customer complaints heard at the hearing shows that the company  
23      is failing to deal with the critical issues identified by customers. Our follow-up  
24      contacts with the customers after Mr. Franklin filed his supplemental testimony  
25      reveals that the company's actions have been rejected or refuted by many of their

1 customers.

2

3 **Q. WHAT FOLLOW-UP ACTIONS DID THE OFFICE OF PUBLIC**  
4 **COUNSEL TAKE FOLLOWING THE FILING OF MR. FRANKLIN'S**  
5 **SUPPLEMENTAL TESTIMONY?**

6 A. Mr. Franklin stated that 97 customers gave testimony that covered approximately  
7 194 issues in the Gainesville, Palatka, Sebring, Lakeland, Mt. Dora, Oviedo and  
8 Chipley hearings. Following the receipt of Mr. Franklin's testimony, Public  
9 Counsel sent letters to all of the customers involved (Exhibit No. \_\_\_EP-1). We  
10 provided a copy of the Aqua analysis included in Mr. Franklin's color-coded  
11 spread sheet and we invited the customers to provide a response that included the  
12 actions that the Company said it had taken, the customer's response to the actions  
13 the company said it had taken and any additional comments the customers wanted  
14 to make. Our office received 36 responses from the group of 97 customers who  
15 complained at the hearings, (Exhibit No. \_\_\_EP2) and a description of each of  
16 those responses is included in this testimony. While the company would  
17 obviously want to assure the Commission that it has resolved all of the service  
18 quality issues brought up by the customers in this docket, the customer responses  
19 described in this testimony and the additional testimony provided by over 50  
20 customers who testified at the New Port Richey hearing provide ample evidence  
21 that the company has failed to deal adequately with customer complaints.

22

23 **Q. DID YOU ANALYZE ANY ADDITIONAL DATA REGARDING**  
24 **CUSTOMER ISSUES?**

1 A. Yes, our witness Kim Dismukes has included the FPSC complaints that have been  
2 handled by the Commission's Consumer Affairs office and she has analyzed those  
3 complaints in her testimony. Ms. Dismukes testimony includes Public Counsel's  
4 recommendations to the Commission regarding Aqua customer service in its  
5 totality, including all of the available sources of data. In addition, KHD-1 is the  
6 download of the Commission's customer correspondence files that contains all  
7 written correspondence received from customers as of October 7, 2008. This file  
8 is sequential and it contains customer input as received by the Commission  
9 Clerk's office. Customers who attend service hearings are encouraged to provide  
10 written input that the Commission promises to review and take into consideration  
11 during the course of the proceeding. This is an ongoing file that grows each day  
12 during the course of the docket. I reviewed every letter that was in the file and I  
13 categorized the customer input, much the same way Mr. Franklin did in his  
14 analysis and prioritization of complaints. My analysis of the customer  
15 correspondence file is included in Exhibit No. \_\_\_(EP-3). The index of the file  
16 that I prepared is found in the next Exhibit No. \_\_\_(EP-4).

17

18 **Q. IN ADDITION TO ANALYZING THE CORRESPONDENCE FILES AND**  
19 **REVIEWING THE CUSTOMER RESPONSES TO YOUR LETTERS**  
20 **WHAT ELSE DID YOU DO?**

21 A. I attended the customer service hearing on September 26 in New Port Richey.  
22 The transcript of that hearing will not be completed prior to submission of this  
23 testimony. However, I can tell you that the hearing lasted over 4 hours. Over 50  
24 customers testified, and a number of customers left early because of the time and  
25 length of the hearing. Not a single customer testified in support of the company.

1 The New Port Richey hearing attracted customers from Zephyrhills, Palm Forrest  
2 and Jasmine Lakes who provided the details of their complaints that are strikingly  
3 similar to those already received by the Commission in the previous customer  
4 service hearings and through the correspondence side of the docket.

5

6 **Q. CONSIDERING ALL OF YOUR OBSERVATIONS AND ANALYSIS, DO**  
7 **YOU HAVE ANY OBSERVATIONS TO MAKE?**

8 A. The most striking observation may be what we did not see. The transcripts from  
9 the customer hearings, the customer correspondence, the responses received in  
10 our office and the New Port Richey hearing are stepping stones that are extremely  
11 important to guide this Commission in reaching a determination about whether  
12 the company is providing adequate, efficient and safe water quality service to the  
13 Citizens of Florida. There is an absolute dearth of any significant support for this  
14 company from customers that has been placed into the record thus far. For  
15 instance, I looked at the correspondence file and calculated that 99.5% of the  
16 customer input in that file was negative towards the company's service and rate  
17 request. I found that only two customers who showed any level of support for the  
18 company's service or their requested rate increases. I recalculated the number  
19 and I stretched it to a 2% approval rating for the company's positions. And the  
20 customer comments are almost universally scathing.

21

22 **Q. WHAT OTHER OBSERVATIONS DID YOU MAKE?**

23 A. There is widespread concern from customers about the size of the requested  
24 increase in rates. Sixty-one percent (61%) of the customer responses opposed the  
25 rate proposals made by the company. Many, many customers suggested that any

1 increase at all should be rejected. Some other customers were more willing to  
2 accept modest rate increases reflecting the increased costs of doing business.

3  
4 The second most significant area of concern was the quality of the water. Many  
5 of Aqua's customers have much more colorful language to describe the issue, but  
6 it will suffice to say that Aqua has a statewide problem in delivering acceptable  
7 and drinkable water to its customers. The single most exasperating issue for  
8 customers based on their testimony at the hearings, in the correspondence they  
9 have sent in and in their response to our office is the water quality. Finally, 42%  
10 of the customer complaints lodged in the correspondence side of the docket deal  
11 with service quality issues such as billing, meter reading, failure to return calls,  
12 and other customer service issues.

13  
14 **Q. ARE YOU A WATER QUALITY EXPERT?**

15 A. No, I am not a water quality expert. My area of expertise is customer service.  
16 While employed by BellSouth, I worked as a Service Representative, Business  
17 Office Supervisor, Business Office Unit Manager, Business Office District  
18 Manager and General Commercial Supervisor in charge of the administration of  
19 all Business Office operations in the State of Georgia. I also managed all of  
20 BellSouth's operations forces in the Florida Panhandle involving installation,  
21 repair, repair centers and construction. I retired from BellSouth after almost 30  
22 years of service. I have worked for the Office of Public Counsel for the past 17  
23 years involving, among other things, significant customer service evaluation and  
24 testimony regarding customer service. My testimony in this docket is intended  
25 primarily to summarize and identify clearly for the Commission what **customers**



1 have stated regarding the importance of the water quality and other customer  
2 service issues in this case.

3  
4 **Q. WITH THE LARGE CUSTOMER BASE THAT AQUA HAS IN FLORIDA,**  
5 **ARE'NT THE NUMBER OF CUSTOMERS INVOLVED IN THE**  
6 **COMPLAINTS SMALL AND INSIGNIFICANT?**

7 A. Without question, if there were only 97 or a couple hundred customers in Florida  
8 who expressed dissatisfaction with Aqua service quality, then I would not be here  
9 today. However, my experience in Commission cases such as this over the years  
10 tells me that the complaints that have been received in this docket are serious and  
11 they should be troubling to the Commission and the owners of Aqua. First, the  
12 number of customers attending public hearings does not produce a truly  
13 representative sample that will hold up to statistical scrutiny. But that is simply  
14 the tip of the iceberg. The Commissioners heard fairly distinctly from customers  
15 at the New Port Richey hearing that a public meeting on Friday afternoon in  
16 September at 4 p.m. on Highway 19 (a popular parking lot at that time of day) is  
17 difficult for many customers who want to participate in this process. Two  
18 Commissioners were late for the hearing because of backed up traffic. Many  
19 customers of the three systems located in the Pasco County area move to summer  
20 homes up north and were unable to participate. Still, over 50 customers testified  
21 at the hearing and many left after waiting over 4 hours to speak. The Commission  
22 adjourned that hearing at 8:45 p.m., 4 hours and 45 minutes after the starting time.  
23 Not a single customer at the New Port Richey hearing supported Aqua, and the  
24 repetitive nature of the complaints reinforces the validity of the testimony  
25 provided by the 97 who testified about service quality at earlier hearings and the

1 several hundred customer responses included in the correspondence side of the  
2 docket.

3

4 **Q. ARE THERE OTHER INDICATORS THAT SUPPORT YOUR**  
5 **OBSERVATIONS REGARDING AQUA'S POOR SERVICE QUALITY?**

6 A. Yes, Public Counsel Witness Kim Dismukes analyzes the total number of  
7 complaints received by the Commission regarding Aqua service. Her thorough  
8 analysis of those complaints simply reinforces a conclusion that Aqua customer  
9 service is bad and the water quality is awful.

10

11 **Q. IS THERE ANY OVERLAP IN THOSE NUMBERS?**

12 A. It would not be surprising to find customers who are really unhappy who testified  
13 at the hearings, wrote letters to the Commission, filed complaints and signed  
14 petitions—all of the above. The Commission should not get caught up in the  
15 numbers when someone finds the same customer on a petition opposing the  
16 company's request that also filed a complaint or testified. Rather, the company  
17 should be alarmed by the passion that we have all seen in customer opposition to  
18 this request. However, the only two customers who I found who supported the  
19 company's service quality efforts live in different cities, so there is no double  
20 counting in my analysis of customers who support the company.

21

22 **Q. WHAT DO YOU MEAN BY "AWFUL" WHEN YOU DESCRIBE THE**  
23 **WATER QUALITY?**

24 A. The specific customer language is included later in this testimony. However, the  
25 number of customers who are afraid to drink the water and refuse to drink it, who

1 are forced to buy bottled water, is significant. As just a plain old Florida native  
2 who is not a water expert, I believe that our minimal expectations for acceptable  
3 water quality in Florida should include being able to drink the water that comes  
4 out of your faucet. One of the customer witnesses in this docket, Gus Alexakos,  
5 states that when the Florida CEO of operations visited his home, he refused to  
6 drink the Aqua water when it was offered, but accepted bottled water (Page 11,  
7 Lines 11-15). Customers consistently describe the water from many of the Aqua  
8 systems as foul smelling, leaving a black ring around the toilet and creating grey  
9 sediment in ice cube trays. That's what I mean by "awful".

10

11 **Q. IS THE DATA YOU ARE PRESENTING THE ONLY SOURCE OF**  
12 **CUSTOMER COMPLAINTS?**

13 A. Not by a long shot. Docket correspondence, Commission complaints and  
14 customer service hearing testimony are but a small sample of the sentiment of the  
15 entire customer body. Aqua customer service operations in Florida, Indiana and  
16 Pennsylvania maintain the individual customer records that should include all  
17 customer complaints from all of the Aqua customers.

18

19 **Q. IS IT YOUR TESTIMONY THAT CUSTOMERS ARE CRITICAL OF**  
20 **AQUA'S TOTAL CUSTOMER SERVICE OPERATIONS?**

21 A. No. In reading customer responses and personally listening to customers who  
22 attended the New Port Richey hearing, there are some good references relating to  
23 individual employees who work in Florida. I observed several comments that  
24 praised some individual workers in Florida while at the same time criticizing the  
25 company's overall service quality efforts.

1 **Q. PLEASE SUMMARIZE THE CUSTOMER RESPONSES TO THE**  
2 **LETTER SENT TO THEM BY THE COMPANY IN AUGUST.**

3 A. The customer responses Exhibit No. \_\_\_ (EP-2) indicate that the customers are still  
4 not satisfied with Aqua service or the company's explanations included in Mr.  
5 Franklin's testimony. Mr. Franklin states that the company responded to every  
6 customer complaint on an issue-by-issue basis. As noted by Ms. Van Wagnen in  
7 her response, she stated: "I feel like the Aqua response letter was simply a form  
8 letter with a personalized heading." She is exactly right. All of the Chuluota  
9 customers who complained about their service received almost exactly the same  
10 letter assuring the customers that the company was taking care of their problems.

11

12 **Q. PLEASE SUMMARIZE THE RESPONSE OF GUS ALEXAKOS.**

13 A. **GUS ALEXAKOS**

14

15 CEO Lihvarcik responded in writing to Gus Alexakos on August 28 regarding the  
16 complaints registered by Mr. Alexakos in the Sebring customer hearing. The  
17 letter contained a number of points which Mr. Alexakos challenges.

18

19 First, the company form letter response to all water quality complaints is included  
20 in the letter to Mr. Alexakos. It states that "At times, we hear concerns about  
21 hardness, calcification (a white residue), manganese (which could leave a purple  
22 or black ring in your toilet), and a chlorine taste or smell. Please be assured that  
23 water quality is of critical concern to us. We meet all state and federal standards  
24 in your water system." In addition, the standard water quality form letter used by  
25 Aqua references the annual water quality report that is on line and the fact that the

1 company has one of the nation's top water quality laboratories. The form letter  
2 goes on to describe the water quality complaints voiced by Mr. Alexakos as  
3 "aesthetic qualities you'd like from your water as opposed to meeting health and  
4 safety standards." The form letter goes on to state "it would be extremely costly  
5 for us—and you—to install water filtration at every community well site."

6  
7 When Mr. Franklin states that the company has responded to every complaint it  
8 received at the hearings, then this is the standard response received by the  
9 customers who complain about water quality.

10  
11 Mr. Alexakos rejects the company response, pointing out that when Mr. Lihvarcik  
12 and Mr. Pellenz visited Zephyr Shores on April 18, 2008, they both refused to  
13 taste or drink Aqua water, but they accepted bottled water. Mr. Alexakos states  
14 that the water described in the company's letter to him is "the same dirty water  
15 that's in our faucets. Can't drink it!"

16  
17 In addition, Mr. Alexakos requests refunds for rates charged for wastewater, since  
18 the company's sewage treatment plant was eliminated years ago and the  
19 company's wastewater goes directly to Pasco County.

20  
21 **Q. PLEASE SUMMARIZE THE RESPONSE OF JOHN BARZYK.**

22 **A. JOHN BARZYK**

23 "The company tried to explain away the problems in their letter. The company  
24 does not deal with the real issue of a 300% increase that they have never  
25 explained to the customers. Mr. Lihvarcik's letter dated August 28 asked that I

1 call him if I had questions. I made calls to him on Tuesday, September 2 and  
2 several times after that and he never returned my calls. My calls are being  
3 ignored.”

4  
5 **Q. PLEASE SUMMARIZE THE RESPONSE OF FLOYD BERNARD.**

6 **A. FLOYD BERNARD**

7 Floyd Bernard is a Sebring Lakes resident who appeared at the hearings. Mr.  
8 Bernard is another customer who complains about low water pressure and water  
9 quality. Mr. Bernard says that between 7 and 9 p.m. every night, the water  
10 pressure drops and the company only says that he has not complained. Mr.  
11 Bernard does not think it is his responsibility to complain about a problem that is  
12 the responsibility of the company. He would have to call every night to complain,  
13 since it is a nightly event. Mr. Bernard also received the company’s standard  
14 water quality complaint explanation, but he still objects to the water quality, that  
15 he has to buy bottled water to drink, that they flush the lines and it does no good,  
16 that the water is grey, leaves black rings in the toilet, has sediment, leaves spots  
17 on clothes that are washed, leaves brown gunk on ice cube trays and is bad water.  
18 While he received a notice about the hearing four or five of his neighbors did not.

19  
20 **Q. PLEASE SUMMARIZE THE RESPONSE OF JAMES BURNS**

21 **A. JAMES BURNS**

22 James Burns is also a Sebring Lakes customer who complained about water  
23 quality at the hearings and never received the standard company form letter that  
24 Mr. Franklin claims to have been mailed. Mr. Burns states that their water has  
25 more chlorine than most swimming pools, plus undissolved solids in large

1 amounts that not testing correctly seems to be Aqua Utility's way and that talking  
2 to Aqua Utilities is a waste of time.

3

4 **Q. PLEASE SUMMARIZE THE RESPONSE OF STARLENE BURNS.**

5 A. **STARLENE BURNS**

6 Ms. Burns feels that she has lost her 7 year old Golden Retriever due to the water  
7 and that Aqua water is related to her husband's health issues that recently resulted  
8 in intestinal surgery. She states that Aqua water is poison and they pay three  
9 times the price for water they cannot drink.

10

11 **Q. PLEASE SUMMARIZE THE RESPONSE OF LAWRENCE CARUSO.**

12 A. **LAWRENCE CARUSO**

13 Lawrence Caruso attended the Gainesville hearing, complaining about poor water  
14 quality and low water pressure. He states that after the hearing the company  
15 provided a credit from the 2007 Aqua docket. He refutes the company's  
16 explanation that he was operating an illegal business that caused low pressure on  
17 his water lines. Mr. Caruso says he raises dogs legally, that a leak on the  
18 company side of the meter caused low pressure and the company fixed its leak.  
19 Mr. Caruso's letter also included the standard response to water quality  
20 complaints expressed by customers during the hearings.

21

22 **Q. PLEASE SUMMARIZE THE RESPONSE OF TAREESA COLETTI.**

23 A. **TAREESA COLETTI**

24 "The company said that they wanted to improve the product, service and utility  
25 interaction. We cannot afford them doubling or even tripling the rate. I agree

1 about the quality, sediment, smell and what it is doing to the others and my  
2 laundry. I believe a rate increase should happen, but a little at a time to improve  
3 the quality.”

4  
5 **Q. PLEASE SUMMARIZE THE RESPONSE OF NANCY CROOKS.**

6 **A. NANCY CROOKS**

7 Nancy Crooks is another Sebring Lakes customer who appeared at the customer  
8 hearing. She states that the water quality has been better lately. During the  
9 hearing she reported that on April 26, 2008 she drank a glass of Aqua water that  
10 burned her throat. She reported the incident to Aqua’s call center on April 29, in  
11 the event she suffered any after-effects from the chlorine overdose. Mr.  
12 Franklin’s analysis indicates that the Call Center records show no record of the  
13 call. In addition, the analysis of Ms. Crooks’ complaint of low water pressure  
14 shows no record of a complaint call.

15  
16 **Q. PLEASE SUMMARIZE THE RESPONSE OF MELANIE AND PATRICK**  
17 **DAY.**

18 **A. MELANIE & PATRICK DAY**

19 Melanie and Patrick Day are definitely not satisfied with the response of Aqua  
20 based on their three page letter that was sent to our office. They maintain that the  
21 company failed to record the proper number for the meter that was installed at  
22 their house when it was installed in February 2008. They point out that the AUF  
23 letter failed to explain why they were not billed for five months between  
24 November 2007 and February 2008. Between November 4, 2007 and March 21,  
25 2008, Mr. Day called AUF sixteen times attempting to resolve their billing



1 problems. Mr. Day states: "I have found no evidence of improvement to this  
2 system in Arredondo Estates.

3  
4 **Q. PLEASE SUMMARIZE THE RESPONSE OF MICHAEL FLYNN.**

5 **A. MICHAEL FLYNN**

6 Mr. Flynn states the company finally fixed their meter reading error, issued a  
7 credit and sent a note of apology for the inconvenience. Mr. Flynn goes on the  
8 state: "We DO NOT want them to get ANY rate increase."

9  
10 **Q. PLEASE SUMMARIZE THE RESPONSE OF ROBERT GOETZ.**

11 **A. ROBERT GOETZ**

12 Robert Goetz attended the Gainesville customer hearing and also complained  
13 about the quality of the water and stated "water is terrible" in the hearing. Mr.  
14 Franklin states that the company responded to his complaint. However, the  
15 response to the water quality complaint was to send out the standard water quality  
16 complaint form letter sent to Mr. Alexakos and all other customers who  
17 complained about water quality. In addition, in the analysis of the customer  
18 complaint included in Mr. Franklin's testimony, it states that Mr. Goetz never  
19 complained about water quality issues. In every instance where a customer water  
20 quality complaint is recorded, the company has taken great pains to note the  
21 number of times, if any that the customer has complained about water quality.  
22 The company appears, therefore, to be attempting to somehow shift the blame for  
23 poor water quality to the customer as opposed to taking responsibility for the  
24 water quality and doing something about it. Mr. Goetz' response asks again  
25 "what is the company going to do about our terrible water?"

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**Q. PLEASE SUMMARIZE THE RESPONSE OF MARLENE HAAS.**

**A. MARLENE HAAS**

Marlene Haas is an Oviedo customer who complained about numerous problems at the customer hearing. Mr. Franklin’s analysis states as follows:

“The customer entered into the record the TTHM reports for 2004-2007. The customer who has lived in the area since 1988 has always had “lousy” water quality but water was much cheaper then. Customer still has “lousy” water pressure and water quality and is on dead-end. Because of the water quality, customer must change her filter every 2 weeks. Customer also mentioned having to replace faucet, hoses etc. due to ongoing water quality issues. Customer also has to buy bottled water at a cost of \$35 each month. Customer complained about water quality effect on laundry, health issues (hair, skin).”

In response, Mr. Franklin’s analysis shows “Noted” and points out that the customer has no previous calls to the Call Center concerning water quality. Ms. Haas received a special water quality complaint form letter that was sent to Chuluota customers. Ms. Haas’ response to Mr. Franklin’s testimony states that she has made many, many calls to the water company since 1988 and their lack of call records does not excuse them from not providing good quality water. She says that their letter makes no mention of if or when they would replace the 30+ year old pipeline and redesign the faulty dead end situation in the North Chuluota section where she lives. She says this is an ongoing issue with the water company that she has brought up over the past 20 years. She says that Aqua seems to think that it is a legitimate cost for customers to need a water filtration system, replace

1 filters on a weekly or biweekly basis and replace plumbing components on a  
2 highly accelerated rate. She says a technician came to her house and discovered  
3 that her filter was clogged. She states that the filter had been replaced 8 days  
4 prior to the service call. She states that in eight days, a \$20 water filter was so  
5 clogged that the water pressure in her home was seriously lowered and that the  
6 problem of dirty water was not addressed with her, only that she should have  
7 replaced the filter more often. (The filter directions say to replace the filter every  
8 month.) Regarding the successful TTHM test in Chuluota, she states that it took  
9 many, many years to get ONE water sample that meets the Federal standards, one  
10 test that was done by their employee with no assurance that it was not tampered  
11 with.

12

13 **Q. PLEASE SUMMARIZE THE RESPONSE OF JEAN HAGGERTY.**

14 **A. JEAN HAGGERTY**

15 Jean Haggerty is a Mt. Dora customer who states that she has no problem with the  
16 water, only the price of the water and she objects to the amount of the increase.

17

18 **Q. PLEASE SUMMARIZE THE RESPONSE OF ANGELICA M. HARRIS.**

19 **A. ANGELICA M. HARRIS**

20 Angelica Harris complained in the hearing about water quality, the amount of the  
21 increase and being billed for 89,000 gallons of water for one month. The company  
22 responded by issuing a \$280 credit and the company did not comment about the  
23 amount of the rate increase or water quality at all.

24

25 **Q. PLEASE SUMMARIZE THE RESPONSE OF DEBORAH HEROD.**

1 A. **DEBORAH HEROD**

2 Deborah Herod is a Chuluota customer who attended the Oviedo hearing,  
3 complaining about estimated bills and water quality, including sediment, black  
4 sludge in toilet tanks, corroding water heater pipes, replaced toilets and tub,  
5 billing problems due to the added 0 error, poor customer service and she suspects  
6 that her dog died from drinking the water. The company's analysis simply says  
7 "noted" regarding the water quality issue and the dead dog. Regarding the billing  
8 problem, Ms. Herod states it took her six calls to reach a final resolution that the  
9 company says happened in July, resulting in rebilling for 93 days of service.

10

11 Q. **PLEASE SUMMARIZE THE RESPONSE OF L. F. HINES.**

12 A. **L. F. HINES**

13 L. F. Hines, who is served by the Rosalie Lakes system, appeared at the Sebring  
14 customer hearing complaining about bad bills in November after his meter was  
15 exchanged, double billing, confusing billing, being placed on hold by a customer  
16 service representative who never came back, requesting supervisor callbacks that  
17 were never returned and the amount of the rate increase. The company analysis  
18 agrees that there were many confusing billing issues, that the problems were  
19 created by an undocumented meter exchange in July 2007, that a Supervisor (K.  
20 Brown) spoke with the customer multiple times in December, January and  
21 February and that the customer's concerns have been satisfied. Mr. Hines states  
22 he spoke with a supervisor in late November or early December and it is the only  
23 time he ever spoke with a supervisor. Mr. Hines received the letter sent to him  
24 from Jack Lihvalcik on August 28, 2008 and Mr. Hines "strongly disagrees with  
25 his explanation." Mr. Hines states that "I told the CSR that it would be so simple

1 to correct all these bills from Aug.-Jan. Take a current meter reading and go back  
2 to July 18 when the new meter was installed starting at 0 gallons and average out  
3 the gallons for six months. The February bill showed this had been done. This is  
4 how and when the problem got fixed.

5  
6 **Q. PLEASE SUMMARIZE THE RESPONSE OF HARLEY HOFFMAN.**

7 A. **HARLEY HOFFMAN**

8 Harley Hoffman is a Tomoka customer who complained about taste and odor  
9 issues, the reasons for the 350% increase in rates, the company's "colossal"  
10 service and billing problems and poor service provided to his neighbor who does  
11 not speak English. The company's analysis included in Mr. Franklin's testimony  
12 notes that the customer has called three times about taste and odor and each time  
13 the company has flushed the lines. Apparently, flushing water lines is not the  
14 result of the company's testing program or a standard system operational  
15 procedure, but a response to a customer complaint. The neighbor, who was billed  
16 for 94,000 gallons in one month last year, was told by the company that there was  
17 a leak on his side of the water meter and that he should fix it. After spending  
18 \$3000 to dig up an inspect his water lines, it was determined that the error was the  
19 "extra 0" problem that has resulted in many Florida Aqua customers being billed  
20 10 times the actual amount of usage.

21  
22 **Q. PLEASE SUMMARIZE THE RESPONSE OF MARIA HURLEY.**

23 A. **MARIA HURLEY**

24 Maria Hurley is a Gainesville customer who complained about water quality and  
25 increased rates. Mr. Franklin "notes" her water quality and points out that she has

1 never complained before. He also “notes” her concerns about the amount of the  
2 increase. Ms. Hurley is not satisfied with the company’s response (or lack  
3 thereof). She feels she wasted her day by attending the hearing if the company is  
4 not planning to do anything.

5  
6 **Q. PLEASE SUMMARIZE THE RESPONSE OF JANET MCLAURIN.**

7 **A. JANET MCLAURIN**

8 Janet McLaurin is another Rosalie Oaks customer who complained about  
9 estimated bills and billing errors, never having received the interim refund, the  
10 amount of rate increase and water quality. Ms. McLaurin’s response to the  
11 company letter includes the statement that “They want more money and sell water  
12 that is not suitable to drink. If the water is dirty in appearance, smells bad, then in  
13 my opinion it is not drinkable and merits no increase to customers. Most of us  
14 have to spend additional money to purchase water to drink.

15  
16 **Q. PLEASE SUMMARIZE THE RESPONSE OF MATHEW MALASPINA.**

17 **A. MATHEW MALASPINA**

18 Mathew Malaspina is another Chuluota customer who received the standard  
19 company response for Chuluota customers. His response states, “unclean water  
20 and high fees. The company is lying to us and not trying to make this better.”

21  
22 **Q. PLEASE SUMMARIZE THE RESPONSE OF GARY MCKNIGHT.**

23 **A. GARY MCKNIGHT**

24 In response to the company letter and a phone call, Mr. McKnight, a Lake Gibson  
25 Estates customer, states that his complaint is about poor service, low water

1 pressure, a fire hydrant that is too far away, poor water quality and no sewer  
2 service available for people who want it. Mr. McKnight went on to state that his  
3 water pressure drops to 28-30 pounds between 6 and 8 p.m. and 6 and 8 a.m. and  
4 that they can't run either the washing machine or dishwasher at that time. He  
5 states the company won't install the fire hydrant because there is an insufficient  
6 grade but the fire marshal says the grade is o.k. He states that all of the people on  
7 his street are unhappy, that they want sewer service and can't get it, the company  
8 doesn't flush its lines, there are black rings on the toilets and you must filter it in  
9 order to drink it. The company failed to respond to his complaints and he is not  
10 satisfied.

11  
12 **Q. PLEASE SUMMARIZE THE RESPONSE OF RUSS MOYER.**

13 **A. RUSS MOYER**

14 Russ Moyer, an Astor resident served by the Holiday Haven system received a  
15 letter from the company two months after the hearing on August 28. His lengthy  
16 response dated September 12 is attached. Mr. Moyer states that his water usage  
17 has decreased by 50% with the new meters and the other neighbors have  
18 experienced the same phenomena. He wonders how much he was overbilled in  
19 the past because of the old meters and he wonders why those in Astor must pay 3  
20 times as much for water than their neighbors next door for the same water coming  
21 from the same source.

22  
23 **Q. PLEASE SUMMARIZE THE RESPONSE OF ROBERT NICOLA.**

24 **A. ROBERT NICOLA**

1 Robert Nicola's complaint at the customer hearing for Chuluota customers was  
2 primarily directed toward the amount of the rate increase and was duly "noted" in  
3 Mr. Franklin's analysis. However, when responding to the company's letter dated  
4 August 29, he states: "I still don't understand why Chuluota rates are so much  
5 higher than surrounding communities." In addition, he states: "Really don't  
6 appreciate the fact that Jack Lahvarcik, the chief operating officer from Aqua, was  
7 quoted on WFTV on 7/17/08 as saying 'We've been meeting all DEP and EPA  
8 standards for the water that we're providing for the customers.' He is either  
9 misinformed or lying, as I have record of 12 straight quarters of Aqua failing the  
10 EPA TTHM standards. I don't understand how he can get away with that  
11 statement when it simply is not true."

12

13 **Q. PLEASE SUMMARIZE THE RESPONSE OF ELAINE PANOZZO.**

14 **A. ELAINE PANOZZO**

15 Sebring Lakes customer Elaine Panozzo responded to the August 27 letter from  
16 Aqua by stating that the case was closed and the company had apologized in  
17 writing and by telephone.

18

19 **Q. PLEASE SUMMARIZE THE RESPONSE OF JIM AND MARY PIERCE.**

20 **A. JIM AND MARY PIERCE**

21

22 Mr. and Mrs. Pierce are served by the Rosalie Oaks system and they appeared at  
23 the hearing and complained about their high rates and that they had no  
24 consumption but still had a high bill. They also complained about water quality  
25 and a dark toilet ring, according to the analysis in Mr. Franklin's exhibit. The



1 company states that they resolved the issue at the hearing. This customer does not  
2 live full time in Rosalie Oaks, but they stated they were billed \$68 per month,  
3 even when they are gone. Our letter was returned, and therefore the company's  
4 August 28 letter that Mr. Franklin states was sent to the customer, was not  
5 received either, since the address used by the company and the address used by  
6 Public Counsel are identical.

7  
8 **Q. PLEASE SUMMARIZE THE RESPONSE OF JOHN AND MARTHA**  
9 **POITEVENT.**

10 **A. JOHN AND MARTHA POITEVENT**

11 Mr. and Mrs. Poitevent asked numerous questions at the hearing, acknowledged  
12 that water quality had improved and that customer service personnel were not  
13 well trained. The Pointevents received the standard form letter and they did not  
14 feel that the company responded to their complaints and questions.

15  
16 **Q. PLEASE SUMMARIZE THE RESPONSE OF RON SANTOMAURO.**

17 **A. RON SANTOMAURO**

18 Chuluota customer Ron Santomauro responded to the company's letter that he  
19 appreciated the response of the company but he does not agree with the reasoning.  
20 During his testimony at the hearing, he was suggesting an independent agency test  
21 of water quality was needed, not a company test.

22  
23 **Q. PLEASE SUMMARIZE THE RESPONSE OF ERICA SKIPPER.**

24 **A. ERICA SKIPPER**

1 Erica Skipper, a Webster resident served by The Woods system, stated at the  
2 hearing the she did not receive the correct refund from interim rates, that she was  
3 concerned about water quality, had received four boil water notices in one month,  
4 that the water has a terrible odor and tastes bad, that in the past three months her  
5 water has been shut off for repairs in the middle of the day for hours at a time and  
6 that she opposes the rate increases. The company states that the refund was  
7 calculated properly and makes “note” of the water quality complaints and in the  
8 letter they sent to her on August 28, the company stated that they had installed a  
9 new water treatment plant and new filters in The Woods during the summer. Ms.  
10 Skipper’s response that was received by Public Counsel on September 12 states:  
11 “The company is full of crap. The water has been shut off several times, water  
12 tastes and smells horrid and we don’t know if we received any money back  
13 properly or not. Since the meeting, our water has been interrupted (no water)  
14 twice already. We have had red sign on mailbox “water is not drinkable boil  
15 water” and we still see workers at restaurants and our local WalMart.”

16

17 **Q. PLEASE SUMMARIZE THE RESPONSE OF KELLY SULLIVAN.**

18 **A. KELLY SULLIVAN**

19 Kelly Sullivan, another Chuluota customer, complained about water quality, she  
20 believes that TTHM is up again, has health issues, noted a coliform bacteria  
21 notice, unreliable service and she opposed the rate increase. The analysis  
22 provided by Mr. Franklin takes “note” of the water quality complaint and the rate  
23 increase complaint, and it also states that the boil water notices meet the  
24 expectations set by local authorities. Kelly Sullivan states as follows:

25

1           “Aqua Utilities has so undermined the trust of the residents of Chuluota  
2           that they will never recover. These residents are forced to pay thousands  
3           of dollars to buy home filtration systems and irrigation pumps. Otherwise,  
4           they live in fear for their health and pay extraordinary prices for poor  
5           quality water. The monopoly power of this utility results in low quality,  
6           high prices. We are weary of the many state agencies pointing the finger  
7           of responsibility to another. Enough already! Revoke Aqua’s certificate  
8           of authority for Seminole County. Let us find an alternate source.  
9           Revocation will level the playing field and force Aqua to negotiate an  
10          acceptable way forward for the residents of Chuluota!”

11  
12 **Q.     PLEASE SUMMARIZE THE RESPONSE OF DR. DAVID TARDIFF.**

13 **A.     DAVID TARDIFF MD**

14           Dr. Tardiff stated that the proposed rate increase was unfair, that his water smells  
15           and is very polluted. He has a soft water filtering system at his house and it is still  
16           not enough.

17  
18 **Q.     PLEASE SUMMARIZE THE RESPONSE OF DIANE TWIFORD.**

19 **A.     DIANE TWIFORD**

20           Ms. Twiford says the company letter did not address anything new. She has spent  
21           \$4100 to protect her family from TTHM’s. She believes the Aqua water is  
22           responsible for her husband’s health issues and that she cannot afford further  
23           increased rates. Before the rate increase she was already paying three times the  
24           amount she paid for water in Oviedo and cannot afford more.

1 **Q. PLEASE SUMMARIZE THE RESPONSE OF WALTER TOMCZAK.**

2 **A. WALTER TOMCZAK**

3 Leesburg customer Walter Tomczak, served by the Silver Lake Estates system,  
4 complained at the hearing about high usage of 46,000 gallons per month and was  
5 told by the company that he may have a leak. He hired an irrigation engineer to  
6 check the sprinkler system. He suggested to the company the possibility that the  
7 meter was misread and was told “we never make a mistake on our meters”. Mr.  
8 Tomczak questioned the meter standards and how often the company checks  
9 them. The company stated customer’s usage is fluctuating, they have exchanged  
10 his meter 3 times, visited the property 4 times, make note that he is 87 years old,  
11 this is not a case of an “added zero”, that the meters meet or exceed industry  
12 standards and they are swapped out every 10 years. Mr. Tomczak received a  
13 \$40.85 credit on his bill after 8 calls to the company over three months. Mr.  
14 Tomczak is now reading his meter daily and recording the results. He thinks he  
15 was remiss in not doing so earlier. The company wanted to charge him to test his  
16 meter. He is using 10 gallons of water per day.

17  
18 **Q. PLEASE SUMMARIZE THE RESPONSE OF WILLIAM F. WEBB.**

19 **A. WILLIAM F. WEBB**

20 William F. Webb says the company promised them a check for their refund of the  
21 overbilling amounts and the company, instead, issued a credit on their bill. He  
22 states that the family is struggling, that they are careful not to waste water, that  
23 they do not water their grass and they can’t afford the high increase the company  
24 is requesting.

25

1 **Q. PLEASE SUMMARIZE THE RESPONSE OF COWBOY WHITMAN.**

2 **A. COWBOY WHITMAN**

3 Chuluota customer Cowboy Whitman complained at the hearing about water  
4 quality, that the water stinks and that the company does not deserve a rate  
5 increase. The company sent him the form letter prepared for Chuluota residents  
6 on August 29th and in the analysis presented by Mr. Franklin they “noted” his  
7 complaints. Mr. Whitman reiterated his complaints in his response to Public  
8 Counsel received September 10, 2008.

9

10 **Q. PLEASE SUMMARIZE THE RESPONSE OF DIANA WOOD.**

11 **A. DIANA WOOD**

12 Ms. Wood sent us a two page response to our letter. I will not be able to cover  
13 each specific item in her response, however she specifically cites her deep  
14 concern regarding the water quality in Sunny Hills, problems with the casing of  
15 Well No. 1 that caused test results showing the maximum contamination level of  
16 iron had been exceeded, that the water continues to have a purple or black ring,  
17 that the FDEP found there was insufficient storage capacity to provide fire  
18 protection, that she continues to have problems with meter reading and has been  
19 forced to read the meter herself and she states: “I cannot see what has been done  
20 to warrant the increase as the same problems continue.”

21

22 **Q. PLEASE SUMMARIZE THE RESPONSE OF HEIDI VAN WAGNEN.**

23 **A. HEIDI VAN WAGNEN**

24 Heidi Van Wagnen is another Chuluota resident that took issue with the proposed  
25 rate increase in the customer hearing. The company sent her a response letter

1           dated August 29, 2009. In her letter dated September 21, 2008 to Public Counsel,  
2           she stated the following:

3

4                   “To begin with, I feel like the Aqua response letter was simply a form  
5                   letter with a personalized heading. The company said they must increase  
6                   water rates to maintain and improve our water. My response is, how can I  
7                   and other fixed income households afford to live on their increased rates in  
8                   the future? Are they going to pay our medical and vet bills while they  
9                   (Aqua) maintain the status quo or practice on improvements? Are they  
10                  going to take financial responsibility for our ‘Love Canal’ ailments?”

11

12       Ms. Van Wagnen’s response from the company was indeed the regular form letter  
13       prepared for Chuluota residents. The analysis presented by Mr. Franklin in his testimony  
14       simply says: “Noted”—twice.

15

16       **Q.     DOES THIS CONCLUDE YOUR TESTIMONY?**

17       **A.     Yes.**

18

19

20

21

22

23

24

25

**KEN PRUITT**  
*President of the Senate*

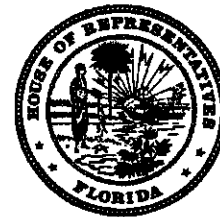


**J. R. Kelly**  
Public Counsel

**STATE OF FLORIDA**  
**OFFICE OF PUBLIC COUNSEL**

c/o THE FLORIDA LEGISLATURE  
111 WEST MADISON ST.  
ROOM 812  
TALLAHASSEE, FLORIDA 32399-1400  
850-488-9330

EMAIL: [OPC\\_WEBSITE@LEG.STATE.FL.US](mailto:OPC_WEBSITE@LEG.STATE.FL.US)  
[WWW.FLORIDAOPC.GOV](http://WWW.FLORIDAOPC.GOV)



Docket No. 080121-WS  
Customer Letter  
Exhibit No. \_\_\_(EP-1)  
Page 1 of 2

September 3, 2008

Dear:

Recently you appeared at the customer hearing held by the Florida Public Service Commission regarding the rate increases requested by Aqua Utilities and the quality of service that you are receiving from this company.

Following the hearing, Aqua has provided sworn testimony that it mailed you a letter responding to your complaint and addressing your concerns. The details of the company's response are attached.

It is very important to our office that Aqua has adequately addressed your complaint; therefore, we would appreciate your comments and response to the company's explanation. Attached is a form letter that you can complete and send to our office, as well as a self-addressed, stamped envelope for mailing purposes. If you prefer, you may call our office toll free at 1-800-342-0222 and provide your comments directly to either Mr. Mike Jenkins or Mr. Earl Poucher. When calling, please advise our receptionist that you are calling to give input for the Aqua Utilities case.

We appreciate your continuing interest in this matter and we pledge that we will make every effort possible to represent your best interests in the upcoming hearings.

Sincerely,

**J. R. Kelly**  
Public Counsel

Attachment

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

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---

---

**MY RESPONSE:**

---

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---

---

---

**ADDITIONAL COMMENTS:**

---

---

---

---

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**Name: (Please sign and print)** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City and Zip Code:** \_\_\_\_\_

**Telephone Number or E-mail Address:** \_\_\_\_\_

---



J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

PAGE 1 PARAGRAPH 2. MR LIHVARCIC AND MR PELLEZZ VISITED ZEPHYRSHORES 4-18-08,  
PG 1, PARA 3 - AQUA ADMITS OUR CONCERNS OF HARDNESS, SMELL + PURPLE WATER.  
PG 1 PARA 4 - REGARDING QUALITY.  
PG 2, PARA 1 - REGARDING FLUSHING.  
PG 2 PARA 2 - SEWAGE SYSTEM.

**MY RESPONSE:**

PAGE 1, PARA 2 - THEY BOTH REFUSED TO TASTE OR DRINK OUR WATER. I GAVE THEM BOTTLE H<sub>2</sub>O,  
PG 1, PARA 3 - ITS THE SAME DIRTY WATER THATS IN OUR FAUCETS. "CAN'T DRINK IT!"  
PG 1 PARA 4. AQUA SHOULD AUTOMATICALLY PROVIDE GOOD DRINKING WATER.  
PG 2 PARA 1. HAVE REQUESTED TO MANUALLY FLUSH ON 6-13-07 AND 7-8-08 HEARINGS.  
PG 2 PARA 2 SEWAGE SYSTEM - SEE BELOW IN ADD. COMMENTS.

**ADDITIONAL COMMENTS:**

TEN YEARS AGO I WAS PRESIDENT OF ZEPHYRSHORES HOMEOWNERS ASSOC.  
IT WAS THEN WHEN THEIR WAS A SEWAGE TREATMENT PLANT.  
IT OVERFLOWED WITH RAW SEWAGE INTO OUR STREETS. I CONTACTED "EPA"  
AND THE SYSTEM WAS SHUT DOWN AND COMPLETELY ELIMINATED. A LIFT  
SITTON WAS INSTALLED. THE SEWAGE NOW GOES "DIRECTLY TO PASCO COUNTY."  
THEREFORE WE SHOULD GET REFUNDS ON ALL SEWER CHARGES.  
ZEPHYRSHORES SHOULD BE "EXCLUDED" FROM AQUAS UNIFORM RATE PROPOSAL.

Name: (Please sign and print) \_\_\_\_\_

Gus Alexakos GUS ALEXAKOS

Address: 4625 WINDY LAKE

City and Zip Code: ZEPHYRHILLS, FLORIDA 33541

Telephone Number or E-mail Address: 813-780-2810

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

THE COMPANY SAID:

- 1- "AS NOTED" REGARDING COMPLAINTS ABOUT AMOUNT OF RATE INCREASE,
- 2- COMPANY SAYS WE HAVEN'T CALLED THEM ABOUT WATER PRESSURE PROBLEMS.

MY RESPONSE:

- 1 - THEY SHOULD BE HONEST ABOUT THE RATE INCREASES.
- 2 - WATER PRESSURE DROPS EVERY NIGHT BETWEEN 7 + 9 PM. IT DOES NO GOOD TO CALL.
- ~~3 -~~

ADDITIONAL COMMENTS:

- 1 - PERSONALLY, I FEEL THAT THE WATER IS UNSAFE TO DRINK.
- 2 - 4 OF 5 NEIGHBORS DID NOT GET NOTICES OF HEARING.
- 3 - PAPER THEY SENT US SUGGESTED WE SHOULD USE BOTTLED WATER.

Name: (Please sign and print)

FLOYD BERNARD  
C BY TEL-REP

Address: 13701 TANGELD ST.

City and Zip Code: SEBRING FL 33875

Telephone Number or E-mail Address: 863-455-2060

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

THE COMPANY SAID:

THEY TRIED TO EXPLAIN AWAY  
THE PROBLEMS IN THEIR LETTER

MY RESPONSE:

DOES NOT DEAL WITH THE REAL  
ISSUE OF A 300% INCREASE THAT  
THEY HAVE NEVER EXPLAINED  
TO THE CUSTOMERS

ADDITIONAL COMMENTS:

MR. LVAČIK'S BEAUTIFUL LETTER  
DATED AUG. 28 INVITED ME TO CALL  
HIM. I MADE NUMEROUS CALLS TO HIM  
ON TUES., SEPT 2 AND SEVERAL TIMES  
AFTER THAT. I LEFT MESSAGES + HE NEVER RETURNED  
MY CALLS. MY CALLS ARE BEING IGNORED

Name: (Please sign and print) JOHN BARZYK

Address: 2510 HOCHNESS CT. (BY TEL 10/2)

City and Zip Code: WESBURG, FL 34788

Telephone Number or E-mail Address:

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

9/8/07

THE COMPANY SAID:

(Nothing!!) After either hearing about our poor water quality which I attended. They said nothing about the work now going on at the water plant at Sebring's Lake which has led to poor water pressure and water quality. As far as sworn testimony and a letter we did not receive both are (LIES) WE HAVE SAVED ALL PAPER WORK SENT FROM AQUA UTILITIES  
MY RESPONSE:

we talked with the company that provide us with our water treatment equipment they say we have more chlorine than most swimming pools plus undissolved solids in large amounts, NOT TESTING CORRECTLY seems to be AQUA UTILITIES WAY. TALKING TO AQUA UTILITIES IS A WASTE OF TIME, AS THEY HAVE PROVED TO US AND OUR NEIGHBORS.

ADDITIONAL COMMENTS:

NO INCREASE SHOULD BE ALLOWED, THEY SHOWED THE ONLY THING THEY CARE ABOUT IS PROFIT BECAUSE MY WATER IS NO BETTER, IF ANYTHING WORSE. NOT TO MENTION ALL THE OTHER NEIGHBOR PROBLEMS, ECONOMIC DEPRESSION, UNEMPLOYMENT & FIXED INCOME'S.

(NO INCREASE IN RATE)

Name: (Please sign and print) JAMES M. BUENS & LUCIA MICHALOWSKA

James M Buens Lucia Michalowska

Address: 5312 Knight Ave

City and Zip Code: SEBRING Florida 33875

Telephone Number or E-mail Address: 863-655-3624

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

SEP 25 2006

Office of  
Public Counsel

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

NOT TO PAY bill would look into, 2 weeks  
LATER NO CALL BACK, SO I CALLED AQUA  
AFTER I received SHUT OFF NOTICE IN  
MAIL. would only not turn off my water  
if I paid my phone via checking account  
# over phone.

**MY RESPONSE:**

Gave checking Account # paid bill over  
phone. so service was NOT turned off

**ADDITIONAL COMMENTS:**

lost our 78 year old golden retriever - I feel because  
of poor water quality. I have owned golden retrievers  
my whole life and they have always lived 10 years +  
my husband intestinal surgery, feel the water  
caused health problems. Aqua water is poison  
and we are paying 3x times the price for water  
we cant drink

Name: (Please sign and print)

Mark (Burns) Starlene C. Burns

Address: 1005 Osprey LAKES Circle

City and Zip Code: Chuluota FL 32764

Telephone Number or E-mail Address: 407 496-6265 cell

407 365-9081 Home BURNSdelta@AOL.COM

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

After The Town meeting Aqua Did Contacted me  
And Said thay would Give me Credit for my  
Complaint on Case NO# 783526W,  
I did received that Credit last month,  
Thay Said Thay where Sorry About the  
meater Sping Backwards, Add A Check Valve  
To fix it. I was told,

**MY RESPONSE:**

I will put A Check Valve in  
on my side of the meater  
At my ~~east~~ Coast,  
Why dont Thay Fix it?

**ADDITIONAL COMMENTS:**

#1, 5 Times for What? I called them 10 Time  
#2, my Mail box is out by the Road  
#3, What illegal business are Thay talking  
About? my Yard is fenced I have Dogs, thats legal.  
#4 There was A leak thats why the PSI  
Dropped. #5, Thay Nerver Checked The water PSI

Thay Did fix the leak

Name: (Please sign and print) Lawrence R. Caruso

J. R. Caruso

Address: 5060 S.W. 63 Ct.

City and Zip Code: Gainesville, FL 32608

Telephone Number or E-mail Address: 352-338-1997

11 But we where Nerver given Notice 11  
To boil the water,



Service To:  
**LAWRENCE CARUSO**  
 5060 SW 63RD CT  
 GAINESVILLE, FL 32608-3739  
 Lot: 13261182 Block:

**000902361 0644967**  
 ARREDONDO ESTATES

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

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

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

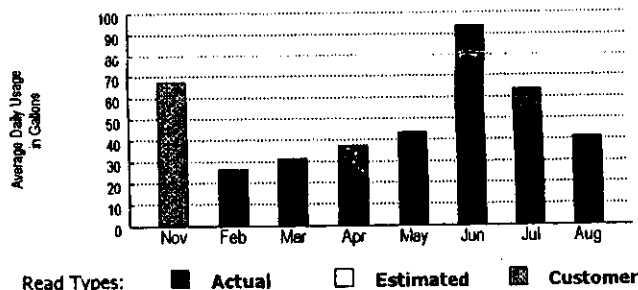
Bill Date **August 07, 2008** Total Amount Due **\$ 15.18** Due Date **August 29, 2008**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	56576280	5/8	08/01/08	31	Actual	11500	1,300	Gallons
			07/01/08		Actual	10200		
Average Daily Usage = 41 Gallons			Total Days: 31		Total Usage:		1,300	Gallons

**Billing Detail**

Amount Owed from Last Bill .....	\$ 20.52
Total Payments Received .....	20.52
<b>Balance</b> .....	<b>0.00</b>
Adjustments .....	4.00 Credit
Water Base Facility Charge .....	14.29
1,300 gallons @ \$0.00242 per gallon .....	3.15
Total Water Charges .....	17.44
Utility Tax .....	1.74
<b>Amount Due 08/29/08</b> .....	<b>\$ 15.18</b>

**Water Usage History**



*Paid in full 8-15-08  
 #800*

**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.

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

*they wanted to improve the product, service and ~~and~~ utility interaction.*

**MY RESPONSE:**

*We cannot afford them doubling or even tripling the rate. I agreed about the quality, sediment, smell and what it is doing to me, others and my laundry. I and others are handicapped, on a fixed income and do not have the luxury of two homes. We are also elderly.*

**ADDITIONAL COMMENTS:**

*I believe a rate increase should happen, but a little at a time to improve the quality. NOT A RATE INCREASE ALL AT ONCE!*

Name: (Please sign and print)

*Tareesa Coletti*  
TAREESA COLETTI

Address:

*123 Hamlin St.*

City and Zip Code:

*Winter Haven, FL 33880*

Telephone Number or E-mail Address:

*863-258-0031*



J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

see copy of Letter dated Aug 22  
attached

**MY RESPONSE:**

The water quality has been better lately.  
No excess chlorine noted and as far  
as I know no ill effects from  
initial chlorine overdose.

**ADDITIONAL COMMENTS:**

I have also attached copy of Letter  
dated Aug 22 stating increase of  
interim rate for base rate which is almost  
double.

Also question how company say they haven't  
raised rates here in 10 years when they haven't  
had system 10 years (2003-2004)

Name: (Please sign and print) Nancy Crooks

Nancy Crooks

Address: 4662 Sebring Lakes Blvd

City and Zip Code: Sebring FL 33875

Telephone Number or E-mail Address: 863 446 0609

claynon2@yahoo.com

RECEIVED

SEP 17 2008

Office of  
Public Counsel

Patrick .  
Melanie L. Day  
1045 NE 12<sup>th</sup> Avenue  
Gainesville Florida 32601  
September 15, 2008

State of Florida  
Office of Public Counsel  
C/o Florida legislature  
111 West Madison Street Suite 812  
Tallahassee Florida 32399-1400

Aqua Utilities Florida  
Post Office Box 490310  
Leesburg, Florida 34749

Gentlemen:

My wife & I are in receipt of your letters of September 5, 2008 & August 27, 2008 respectively. I, Patrick, had intended to attend the Public Service Commission ( hereafter PSC) hearing also, but was ill at the time & could not attend. I was the primary contact with Aqua Utilities Florida (hereafter AUF) concerning the billing errors. I need to state that we purchased the 5120 property on June 15, 2007 and transferred the AUF account on or about the same date. Note return address - we do not live at 5120 S W 69<sup>th</sup> Street.

The following paragraph is to respond to, and correct, where needed, statements made in the 8/27 letter from AUF.

First, Arredono Estates has no sewage plant: the area has septic tanks. Where is the wellhead and potable water production site?

Second, we never expressed concern that our meter on 5120 SW 69<sup>th</sup> Street in Arredondo Estates was not working properly. We expressed concern that the meter number for which we were billed was NOT our meter number and that, with the place unoccupied most of the time until October 18, 2007 we did not use 4,000 gallons of water per month. Third, AUF DID NOT install a new meter for the 5120 property in November 2007. The new meter had been installed some time between approximately June 2006 and March 2007. (This time range per Mr. Charles Brown of 5110 S W 69<sup>th</sup> Street.) As AUF had replaced all 4 meters in the "cluster" which serves 5120 at the same time. The 4 meters in the cluster have sequential serial numbers. The remote read (RF devices) appear to have been installed at the same time.

Fourth, the AUF letter is correct in that AUF did not get the correct meter number on my bills until February 13, 2008. What the AUF letter does not state is that I did not receive my first bill from them until November 2007, almost five months after transferring the account. We had called asking about this fact in the interim, but I did not note the dates.

Fifth, either by mail or at the PSC hearing you provided some data on water testing for that system. The testing was neither comprehensive in scope of tests not timely as, some listed tests were over a year old if I recall correctly. Neither St Johns River management nor the local County Health Department appear to have data on file for this system.

Sixth, except for the new meters and RF devices, I have found no evidence of improvement to this system in Arredondo Estates. Of the 30 million you have spent, how much was for maintenance & repair as opposed to system expansion in fast growth areas? How much was spent in Alachua County? Is the overall state rate increases to avoid impact fees in fast growth areas?

Up until the PSC hearing, neither my wife nor I had ever seen an AUF employee.

My comments as listed on the PSC comment sheet are enclosed

For your information, the following is a list of dates and persons contacted to attempt to resolve the billing error between November '07 and March '08. The phone number called was 877 987-2782 unless otherwise noted. Account transferred to Melanie Day June 15, 2007. First invoice received around November 8, 2007.

11/04/07 called Customer Service (hereafter CS) spoke to Jermaine

11/28/07 called CS, spoke to Dolores

11/28/07 called CS, spoke to Joan told to call back between 12/03 & 12/05

12/20/07 spoke to George in Collections

12/20/07 called CS, spoke to Chris who transferred me to extension 53803

Amy at 53803 took history of account & was told to await new bill

1/18/08 received new bill – still incorrect – called Amy back – was told she no longer worked there & had not been replaced. I then spoke to JRC who transferred me to unknown extension which said leave message or call Kevin Brown at extension 51072

1/18/08 called x 51072 spoke to K Brown who gave me direct office # of 919 463-1044. I explained problem: he said he would look into it & call me back either later that day or Monday.

1/25/08 Mr. Brown had not called back to CS, spoke to Ravonda asked for Mr. Brown who told me he had made corrections & I would receive a new Bill in 7 – 10 days.

1/31/08 called CS @ 11 AM asked for Mr. Brown & left him a message

1/31/08 later called CS, spoke to Isiha who said ignore 1/18 bill and indicated "They are working on this account."

2/11/08 called K. Brown's direct # & left message

2/12/08 called CS, tried to reach Isiha again, but was transferred to Harriet.

Per Harriet bill due 2/27 was cancelled & a new bill issued 2/19.

Do not pay bill due 2/27 – a new one should arrive 2/21

2/18/08 called CS & spoke to Chris

2/29/08 called CS & spoke to Ravoena again she said bill of 2/05 was cancelled & a bill using estimated readings was issued 2/08


3/10/08 called CS & spoke to Lynn

3/21/08 called CS & spoke to Tiahse who faxed me 10/08/07 bill which I had lost.

At some point around 3/20/08 I had received a 10 day shutoff notice which was  
What prompted this last call.

Very Truly Yours,

  
Patrick J. Day

  
Melanie L. Day

Enclosure comment sheet as sent to PSC

**Aqua Utilities Florida, Inc.**DOCKET NO. 080121-WSName Patrick J. & Melanie L. DayAddress 5120 S. W. 69th Street Gainesville, FL 32608(Arredondo Estates)

If you want to let the Public Service Commission know how you feel about this case,  
you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS	
1) Arredondo Estates uses septic tanks, not sewer: Why in this application is Aqua Utilities requesting sewer rete for there?	
2) There have been 2 utility outages for Arredondo Estates this year so far; one lasting over 5 hours - from 5 P M till 10.	
3) There is no local office nor contact person. The first live AUF employee my wife or I ever say was at the Hearing.	
4) Testing for Water Quality Standards compliance - data about this is not readily Available. St. Johns river Water Mgt. nor local health department appear to have this information. The water tastes awful.	
5) Since purchasing this property in June 2007 we have had poor service from the AUF billing office. It took 5 months after transferring the account to get the first bill and it was grossly incorrect in terms of gallons used & had the wrong meter number on it.	
6) In spite of callint the AUF billing offoce at least 14 times and speaking to 11 different persons, it took until Feb. '08 to get the correct meter # on our bill and get correct readings.	
7) On one of the calls, I managed to speak to Mr. Kevin Brown, an AUF supervisor who promised action & gave me his direct number to call him back if this not resolved. I called this number 3 times after this ? he never spoke to me again.	
8) The previous owners of this property had problems with the billing office over incorrect "readings" for usage also.	

Fold and tape - see back for address

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

After a ~~six~~ month battle, we attended the rate increase meeting. They, at that time, said they would credit our bill for the line break. They did finally fix the meter reading error, gave us the credit and sent a note of apology for the inconvenience.

**MY RESPONSE:**

**ADDITIONAL COMMENTS:**

We do appreciate the resolution of this matter. We do not like this company or their products. We wish we had an alternate water/sewer source. We do NOT want them to get ANY rate increase. Their current rates are comparable with central Florida rates as they now stand (before the rate increase).

Name: (Please sign and print)

Michael G. Flynn  
Michael G. Flynn

Address:

5 Rosalie Oaks Blvd.

City and Zip Code:

Lake Wales 33898

Telephone Number or E-mail Address:

863-694-2775

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

At the hearing, you asked about the quality of your water. At times, we hear concerns about hardness, calcification (a white residue), manganese (which could leave a purple or black ring in your toilet), and a chlorine taste or smell. Please be assured that water quality is of critical concern to us. Aqua has one of the nation's top water quality laboratories, and we have spent a great deal of time, effort and money to meet state and federal health and environmental standards. In fact, we meet all state and federal standards in your water system. Every year, Aqua

**MY RESPONSE:**

S THE WATER IS TERRIBLE WHAT  
I HATE THEY GOING TO DO WITH  
THE RATE INCREASE MONEY HELP  
THAN STOCK HOLDERS

**ADDITIONAL COMMENTS:**

ALL THEY SPENT WAS NONE  
ANOTHER SO CAN DRAW  
ARE SO HARD GET A R. ADVICE  
WHAT ABOUT OUR TAPPING WATER?

Name: (Please sign and print) Robert P. Gortz  
Address: 5021 SW 63 CT  
City and Zip Code: Gainesville FL 32609  
Telephone Number or E-mail Address: 352-692-4957  
No

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

PLEASE SEE ATTACHED SHEETS,

**MY RESPONSE:**

**ADDITIONAL COMMENTS:**

Name: (Please sign and print) \_\_\_\_\_

Address: \_\_\_\_\_

City and Zip Code: \_\_\_\_\_

Telephone Number or E-mail Address: \_\_\_\_\_

\_\_\_\_\_

Reported Issues:

1. Lousy water quality, dead end water line, filter replacement and plumbing repairs.

I have made many, many calls to the water company since I moved here in 1988 – whatever name they went by at the time. Their lack of call records does not excuse them from not providing good quality water.

Their letter made NO MENTION of IF or WHEN they would replace the 30+ year old pipeline and redesign the faulty dead end situation in the North Chuluota section where I live. This is an ongoing issue that I have brought up with the water company over the past 20 years. Their letter said that they need a rate increase to recover the capital spent to improve our water and wastewater systems. I really don't care what new customers they have accommodated by extending their systems. I care about the long-term customers that have been forgotten.

Water company seems to think that it is a legitimate cost for customers to NEED a water filtration system, replace filters on a weekly or biweekly basis, and replace plumbing components on a highly accelerated rate.

2. Needing to use bottled water. Laundry and health issues.

Water company's comment: "Noted."

No apology or reimbursement.

3. Price increase with no water quality increase.

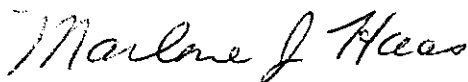
Water company's comment: "Noted."

They admit to finally getting ONE water sample that meets the Federal standards for TTHM pollution. One time in many, many years. One test done by their employee with no assurance that it was not tampered with. Why can't the government oversee the testing?

4. 4/17/08 Call for low water pressure.

Technician came and discovered that my filter was clogged. The filter had been replaced 8 days prior to the service call. In eight days, a \$20 water filter was so clogged that the water pressure in my home was seriously lowered. The problem of dirty water was not addressed with me, only that I should have replaced the filter more often. The filter directions say to replace the filter every month unless excessive water is used. Our water is so dirty that weekly filter changes are required as noted by the water company technician.

And, who should pay for all of these water filters that are needed to filter all the sediment, chemicals, and odor from the water that is delivered to our homes? It is costing us more to use this water and now the water company wants us to pay even more for this substandard water.



Marlene J. Haas  
200 West Third Street  
Chuluota, FL 32766  
(407) 366 8872

marlenehaas@bellsouth.net



J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

*We are hurting monetarily. You, Mr. Hagerty, are going to help us out.*

*Copy of their missive of Aug. 28, 2008 enclosed.*

**MY RESPONSE:**

*I have no problems with AUQ's service nor their water quality. My problem with AUQ is the price of their water; a basic necessity of life. AUQ points out the fact that Base Facility costs have not increased in 10 YRS. — They were far too high to begin with. In my presentation at the FPSC hearing July 16th in Mt. Dora, I suggested AUQ 'sweeten the pot' by*

**ADDITIONAL COMMENTS:**

*including the customer's first 4Kgal. of water usage in the Base Facility cost. This would help the poor, the senior citizens, working young adults & the citizens who are trying to conserve FLORIDA's precious water. AUQ points out the capital they have spent on improvements. Don't that the cost of doing business? AUQ improved THEIR equipment; now they expect ME to recoup their expenses for them*

Name: (Please sign and print) Jean Hagerty  
JEAN HAGERTY

Address: 31650 IMPERIAL DR.

City and Zip Code: TAVARES, FL 32778-4709

Telephone Number or E-mail Address: craneoperator@live.com

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

My high bill was probably consistent with high usage because they rechecked the meter and it seemed correct. However, they did agree to look into it. I also commented on the rate increase being unreasonable & the ~~the~~ alleged poor quality water.

**MY RESPONSE:**

I said it didn't seem reasonable that we used 89,000 gallons of water in 1 month when we had never used that much water in 1 month ever, and both the preceding and following months were inconsistent with this high month. They finally issued me a credit for \$280 after researching further. They did not comment on the rate increase or the water quality at all.

**ADDITIONAL COMMENTS:**

I still think the rates are extremely unreasonable and the quality of the water is awful & undrinkable. We no longer want Aqua Utilities to provide our water service as the water costs too much, the quality is damaging to our health, and their customer service is terrible. They are always requesting rate increases and we have to go back to fight it and it's ridiculous time consuming, and unfair!

Name: (Please sign and print) Angelica M. Harris Angelicamtharris

Address: 507 Granite Cir.

City and Zip Code: Chuluota, FL 32766

Telephone Number or E-mail Address: 407-574-7289

Angieharris31@gmail.com

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

Please see enclosed letter received from Aqua Utilities. They say I received estimated bills - I do not believe they were estimated they were incorrect readings for large gallonage usage.

**MY RESPONSE:**

**ADDITIONAL COMMENTS:**

We did receive a corrected bill. Also we are experiencing very strong smelling chlorine now.

Name: (Please sign and print) Deborah Herod  
Deborah Herod

Address: 501 E. 3rd Street

City and Zip Code: Chuluota, FL 32766

Telephone Number or E-mail Address: 407-366-8858  
hotrodda1@bellsouth.net

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

1. UNDOCUMENTED METER EXCHANGE.
2. BILLED ON OLD METER ONLY
3. AGREED
4. TALKED WITH CSR NO SUPPORT OF CUSTOMER CLAIM
5. SUPERVISOR K. BROWN SPOKE WITH ME MULTIPLE TIMES.
- M. DAVIS CALLED ME AFTER RATE HEARING.

**MY RESPONSE:**

1. METER EXCHANGED 7-18-07. I HAVE 3 BILLS STATING: (WE  
HAVE EXCHANGED YOUR METER DURING THIS BILLING PERIOD) <sup>AUG. 24</sup>  
ACTUAL METER READ ON JULY 24<sup>TH</sup> (418100). THE OLD METER WAS <sup>SEPT. 20</sup>  
NOT HERE ON JULY 24<sup>TH</sup>. EVERY BILL SINCE AUG. 07 HAS THE <sup>FEB. 13</sup>  
NEW METER NUMBER. WITH A NEW METER NUMBER AND READING  
OFF THE NEW METER, I HAVE TO BELIEVE IT WAS DOCUMENTED.

**ADDITIONAL COMMENTS:**

2. I NEVER SAID THAT I WAS BEING BILLED ON BOTH OLD AND  
NEW METERS. BUT, SINCE AS I HAVE A NEW METER AND READING  
ON MY BILLS ARE OFF THE NEW METER, I THOUGHT I WAS BEING  
BILLED ON THE NEW METER.
3. AGREED
4. I DID NOT EXPECT ANY ONE TO ACCEPT RESPONSIBILITY.

Name: (Please sign and print) L. F. Hines  
LEWIS F. HINES

Address: #2 ROSALIE OAKS BLVD.

City and Zip Code: LAKE WALES FL 33898

Telephone Number or E-mail Address: 863-696-1700

PLEASE SEE ATTACHED



I KNOW every thing is going UP EXCEPT MY INCOME  
THE INCREASE AQUA IS ASKING FOR IS RIDICULOUS. WHEN  
COMPARED TO CITY AND COUNTY UTILITIES IN THIS AREA,  
IT IS UNBELIEVABLE. AS I STATED AT THE HEARING, WE  
DO NOT HAVE A CHOICE. IF WE WANT WATER AND SEWER  
WE PAY AQUA. I DON'T KNOW WHERE THEY SPENT  
30 MILLION DOLLARS, BUT IT SURELY WAS NOT AT  
ROSALIE OAKS.

I THANK YOU FOR THIS OPPORTUNITY TO RESPOND  
AND I HOPE YOU DENY THIS RATE INCREASE.

Sincerely  
J. F. Hines

RECEIVED

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

THE COMPANY SAID:

SEE ATTACHED.

MY RESPONSE:

SEE ATTACHED.

ADDITIONAL COMMENTS:

WE HAVE HAD WATER QUALITY AND BILLING PROBLEMS IN OUR NEIGHBORHOOD WITHIN THE PAST MONTH. NOT MUCH HAS CHANGED!

Name: (Please sign and print) HARLEY HOFFMAN  
Harley Hoffman

Address: 108 SEMINOLE DRIVE

City and Zip Code: ORMOND BEACH, FL 32174

Telephone Number or E-mail Address: H.HOFFMAN11@CFL.P.R. Com

Overall Order	Hearing Order	Customer Last Name	Customer First Name	Address	System Name	Reported Issue	Resolution	Sprvsr Call Back	Treatmt by CSR	Field Issue	Billing Issue	Meter Issue	Undocume-nted Meter Issue	Sewer Issue	Water Quality Issue	Added Zero	Too Long to fi
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5. Local personnel are very helpful; corporate customer service, accounting and billing personnel are lacking in customer and professional skills  
 Meter reading/billing - many phone calls to get; Wrong meter number was being used, Could not get it figured out; David - local person - did good job, but could not get results; Eight months to get this straight  
 6. Should be better way to notify customers when boil water notice is necessary  
 7. Is there a disaster plan for water system?  
 8. City of Ormond Beach contact AUF over a month ago re: taking over the system; no response from AUF  
 9. Does AUF have an improvement plan that will update the aging system and how will it be paid for and how does that flat rate play into all of that?  
 10. Commissioner Skop suggested having a dedicated consumer advocate with management authority to credit accounts for disputed amounts locally.

*What About A Telephone Call Like Reverse 911?*

*We cannot get a copy of the Franchise Agreement.*

*This is very important because the county is about to install a new stormwater system and*

*we would like to have both replaced at the same time.*

11 P2

Brand: (Privette)

Nancy (Maggie)

55819 KEITH HOLIDAY ST, ASTOR FL HAVEN 32102

1. Water bill over \$100/month; neighbor's only \$50 (on St. Johns Water Utilities)  
 2. Rate increase complaint  
 3. Aqua must have poor management if they can't run the company current rates (which are already higher than St. Johns) already in place

1. Noted  
 2. Noted  
 3. Noted



Overall Order	Hearing Order	Customer Last Name	Customer First Name	Address	System Name	Reported Issue	Resolution	Sprvsr. Call Back	Treatmt by CSR	Field Issue	Billing Issue	Meter Issue	Undocume nted Meter Issue	Sewer Issue	Water Quality Issue	Added Zero	Too Lon to fl						
10 P1		Hoffman	Harley	108 SEMINOLE DR, ORMOND BEACH FL	Tomoka	<p>1. Water substandard for many years (low pressure, bad odor, dirt in water, worms in water, THM standard met, but high coliform bacteria content, contamination from soil leaching most likely from septic tanks)</p> <p>2. Flat rate - 350% increase; no explanation provided; how were those number calculated? How will the flat rate be implemented and what are the implications for their small system?</p> <p>3. Customer service - "colossal" problems over the last year; made dozens of phone calls to get his bill corrected and got nowhere; David (local employee -did a good job) called from Hoffman's home and spoke with his boss and still didn't get results until it was discovered that meters were being misread and a zero was added by billing department; customer service in PA was unsympathetic and poorly informed; problem solved, but it took eight months to solve it</p> <p>4. His neighbor is Vietnamese (difficulty speaking and understanding English); was billed for 94,000 gallons in one month; he called and was told by CSR "you must have a leak"; hired a plumber and spent \$3,000 to replum his house; turned out the problem was the extra zero</p>	<p>1. Noted, has called 3 times for taste &amp; odor issues and we flushed the lines on each occasion No pressure issues reported by customer to Call Center</p> <p>2. Noted</p> <p>3. Undocumented meter exchange in August of 2007 and information was not updated in database. Exchange in 09/07, completed in 01/08. Several calls placed by customer to resolve.</p> <p>4. This Issue was brought to the attention of the AUF President in May. Problem was resolved within days of notification.</p> <p>5. Noted and thank you</p> <p>6. Our boil water notification process meets local authority standards.</p> <p>7. Available at the hearing.</p> <p>8. Need response from division</p> <p>9. Need response from division</p> <p>10. Need response from division</p>																

*No Answer STILL DON'T UNDERSTAND IT.*

*FINALLY SOLVED*

*THIS FAMILY STILL IS TRYING TO RECOVER THEIR COSTS.*

*THERE WAS A MORE THAN A 24 HR DELAY. RECENTLY.*

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

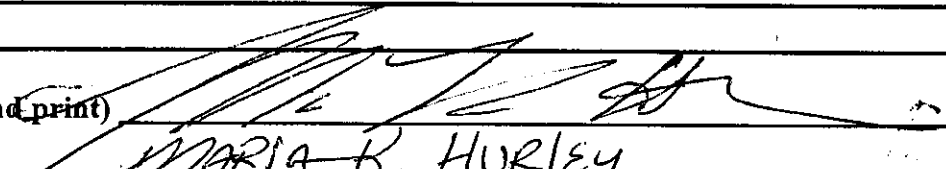
Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

SEE HIGHLIGHTED PORTIONS OF ATTACHED LETTER THAT  
AQUA SENT ME. HOW I INTERPRET THE LETTER: (1) They  
FIRED AND HIRED - BIG DEAL (2) NOT A CRITICAL CONCERN IF  
THEY DON'T PLAN ON DOING ANYTHING ABOUT IT (3) AGAIN - THEY  
KNOW OF WATER QUALITY ISSUES BUT PLAN TO DO NOTHING. (4) THEY  
WILL STILL MAKE MONEY WHILE TAKING MORE OF OUR MONEY AND WE  
STILL GET TO DRINK USE THE SAME NASTY WATER.  
MY RESPONSE: (CANT DRINK IT)

IM FRUSTRATED. AN ENTIRE DAY SPENT IN THAT COURT ROOM  
HEARING ROOM AND A SPOT ON THE 6 O'CLOCK NEWS  
AMOUNTED TO NOTHING EXCEPT AQUA RAISING MY BILL  
ANYWAYS. AND I WONDERED WHY MORE PEOPLE DIDN'T  
SHOW UP TO SPEAK. I STILL HAVE THE TV REPORTERS  
BUSINESS CARD. LET ME KNOW IF I SHOULD USE IT.  
ADDITIONAL COMMENTS:

MARIA HURLEY (352) 335-6982  
CALL IF YOU HAVE ADDITIONAL QUESTIONS

Name: (Please sign and print)   
MARIA K. HURLEY  
Address: 9117 SW ARCHER RD LOT 2647  
City and Zip Code: GAINESVILLE FL 32608  
Telephone Number or E-mail Address:  
SHOPWITHMARIA@AOL.COM



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

T: 352.787.0980  
F: 352.787.6333  
www.aquautilitiesflorida.com

August 27, 2008

Ms. Maria Hurley  
7117 Southwest Archer Road, Unit 2647  
Gainesville, FL 32608

Dear Ms. Hurley:

① Thank you for attending your community's customer service hearing before the Florida Public Service Commission regarding the Aqua Utilities Florida (Aqua) pending rate request. We appreciate the time you took to share your views about Aqua. Please be assured that we have carefully considered the comments of all who testified and, as a result, have made several operational changes to improve our customer service.

② At the hearing, you asked about the quality of your water. At times, we hear concerns about hardness, calcification (a white residue), manganese (which could leave a purple or black ring in your toilet), and a chlorine taste or smell. Please be assured that water quality is of critical concern to us. Aqua has one of the nation's top water quality laboratories, and we have spent a great deal of time, effort and money to meet state and federal health and environmental standards. In fact, we meet all state and federal standards in your water system. Every year, Aqua tests more than 6,300 water samples throughout Florida. If you have further questions about the water quality in the system where you live, you can visit [www.aquaamerica.com](http://www.aquaamerica.com) and view your annual water quality report, which we publish and distribute before July 1 of every year.

③ We do realize, however, that meeting health and safety standards does not always provide you with the aesthetic qualities you'd like from your water. Qualities such as taste and smell have a tendency to change based on many different factors, and, as you might imagine, it would be extremely costly for us – and you – to install water filtration at every community well site. But you can rest assured that we test your water to make sure it is safe, and any calls regarding water quality will receive top priority when dispatched.

④ The reason that Aqua has requested a rate increase is to recover the capital we've spent to improve our water and wastewater systems and to recover operating costs. Since Aqua acquired our Florida water systems in 2003 and 2004, we have spent about \$30 million for water and sewer infrastructure improvements statewide. Additionally, operating costs such as gasoline and chemicals have continued to climb. Rate increases provide a way for utilities to recover capital

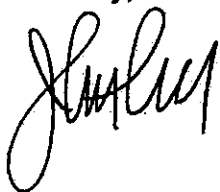
AGAIN – Why is my NEIGHBORHOOD PAYING FOR THEIR INVESTMENT TO IMPROVE OTHER

Ms. Maria Hurley  
August 27, 2008  
Page 2

and operating dollars so we can continue to maintain and improve our systems. However, none of the systems Aqua has purchased has had a base rate increase in about 10 years.

I hope this information addresses your concerns to your satisfaction. If you have additional questions or comments, please call me or Stacey Barnes at 352.435.4043. Thank you for this opportunity to respond.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Lihvarcik", written in a cursive style.

Jack Lihvarcik  
Chief Operating Officer

cc: Christopher H. Franklin, Aqua America

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

- ① PSC-sets meeting dates / IS THIS IN CONJUNCTION TO INCREASE FILING ONLY 2 ESTIMATED BILLS TIMES ALWAYS AT TIME OF YEAR FOR WINTER RESIDENTS ABSENCE?
- ② THOUGH ESTIMATED BILLS ARE LESS FREQUENT THEY SHOULD NOT BE GREATLY OVERESTIMATED AT HIGHER MULTIPLIERS UNLESS EXCESS CHARGES REBATED!
- ③ POOR WATER QUALITY / BLACK RINGS - I SEE NO IMPROVEMENT ON QUALITY OF WATER - CAN NOT - WILL NOT DRINK UNLESS IMPROVED!

**MY RESPONSE:**

GLAD AQUA IS FINALLY MAKING RESPONSE BUT THEIR LETTER BASICALLY EXCUSED THEM SELVES FROM ANY RESPONSIBILITY TO CORRECT. THE BOTTOM LINE, THEY WANT MORE MONEY AND SELL WATER THAT IS NOT SUITABLE TO DRINK - NO MATTER WHAT THE COMPLIANCE QUALITY REPORTS STATE.

**ADDITIONAL COMMENTS:**

WHEN WATER QUALITY ISSUES GET CORRECTED ANY COMPANY WOULD DESERVE A FAIR INCREASE. IF THE WATER IS DIRTY IN APPEARANCE, SMELLS BAD THEN IN MY OPINION IT IS NOT DRINKABLE AND MERITS NO INCREASE TO CUSTOMERS. MOST OF US HAVE TO SPEND ADDITIONAL MONEY TO PURCHASE WATER TO DRINK.

Name: (Please sign and print) Janet McLaurin JANET MCLAURIN

Address: 4 ROSALIE OAKS BLVD.

City and Zip Code: LAKEWALES, FL 33898

Telephone Number or E-mail Address: 407-396-0101

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Office of  
Public Counsel

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

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**MY RESPONSE:**

*Unclean water & high fees. The company is trying to use & not trying to make things better.*

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**ADDITIONAL COMMENTS:**

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Name: (Please sign and print) *Matt Maspina*  
*Matt Maspina*  
Address: *169 Osprey Lake Circle*  
City and Zip Code: *Chuluota, FL 32766*  
Telephone Number or E-mail Address: *408-355-4668*

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J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

THE COMPANY SAID:

THEY MEET ALL STATE AND FEDERAL STANDARDS. WATER IS SAFE. SPENT \$30 MILLION FOR INFRASTRUCTURE IMPROVEMENTS. COMPANY SAID MR. MCKNIGHT WAS SATISFIED WITH THEIR CALL

MY RESPONSE:

MY COMPLAINT IS ABOUT POOR SERVICE, LOW WATER PRESSURE, FIRE HYDRANT TOO FAR AWAY, NO SEWER FOR PEOPLE WHO WANT IT, AND POOR WATER QUALITY

ADDITIONAL COMMENTS:

- ① WATER PRESSURE 28-30 lbs between 6+8 PM & AM. CAN'T RUN DISHWASHER OR WASHING MACHINE THEN.
- ② COMPANY SAID INSUFFICIENT GRADE TO EXTEND FIRE HYDRANT NEAR HIS HOME BUT FIRE MARSHALL SAY OK. GRADE.
- ③ FIVE PEOPLE ON HIS STREET WANT SEWER & CAN'T GET IT.
- ④ ALL CUSTOMERS ON HIS STREET UNHAPPY. THEY DON'T FLUSH LINES/BLACK RING INTO TOILET/MUST FILTER TO DRINK

Name: (Please sign and print)

GARY MCKNIGHT (BY TEL. → REP 9/9/08

Address: 540 WINDERMERE DRIVE

City and Zip Code: LAKEHURST FL 33809

Telephone Number or E-mail Address:

LAKE GIBSON ESTATES

NOTE: COMPANY FAILED TO RESPOND TO HIS COMPLAINTS — NOT SATISFIED. REP 9/10/08

Jan 12, 2008

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Docket No. 080121-WS  
Customer Response  
Exhibit No. \_\_\_(EP-2)  
Page 32 of 56

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

THE COMPANY SAID:

*See attached*

MY RESPONSE:

ADDITIONAL COMMENTS:

Name: (Please sign and print) \_\_\_\_\_

Address: \_\_\_\_\_

City and Zip Code: \_\_\_\_\_

Telephone Number or E-mail Address: \_\_\_\_\_



**Thank you for your interest in the quality of our service from Aqua Utilities. Yes I received a written response dated August 28<sup>th</sup>, two months after the meeting and just five days before your letter. Just like the new meters being installed one week before the meeting. Seems like they only accomplish tasks when it benefits them or is required.**

**I will say their physical response to my concerns was rapid, the next day. David arrived and fixed the broken meter cover and assisted with the neighbor's meter. As usual, when David comes, he completes projects and is very customer oriented. Have not seen anyone since, which is good because it has not been necessary.**

**Aqua Utilities explained that they spent \$140,000 in Holiday Haven for new meters and mains. Seems like a small sum for five years of service on a dilapidated system that is over 40 years old.**

**They did not respond to what improvements they planned to make in the future. They state the increase is needed to cover PAST operating costs and spent capital. I assume they will need another increase for future repairs and improvements. Their justification is we haven't had an increase in 10 years so we are due. Previous owners didn't see a need for any increases so they could increase their dividends to investors. They also state the increase is needed for the increase in the cost of gasoline and chemicals. Is this not the reason our bills were recently raised automatically raised without any required approval?**

**They did not respond to any of my other questions**

**They did however strongly defend the accuracy of their meters, both PAST and CURRENT. My water usage has decreased by almost 50% with the new meters. My daily average daily usage went from approximately 92 gallons per day or 2700 gallons per month to 63 gallons per day or 1700 gallons per month. Other neighbors have noticed large decreases in usage. Can you guess how much I and others have overpaid since Aqua took over in 2003 and delayed installation of new meters sitting in a Leesburg warehouse, waiting for a rate increase? I assume the extraordinary number of complaints they received about the inaccuracy of the meters were valid, even though they refuse to agree.**

**Many of us in Astor still fail to see why half of us will pay 3 times as much as our neighbors next door for the same water coming from the same source. Are their operating costs that much more than the other server, St. John's Water Utility? They refuse to address that question, even though both utilities serve the same area.**

**The people I attended the meeting with are very pessimistic about the eventual results of AUF's request for a rate increase.**

**I will admit I was disappointed when AUF's interim increase was recently granted. This increases the pessimism and causes people believe the increase is a foregone**

conclusion which they can do nothing about. Trying to remain positive about the decisions of our appointed board members is not easy.

I do not begrudge AUF a rate increase. Most utilities and businesses are suffering in our current economy. Many utilities are requesting rate increases. The PSC does not have an easy mission. I just don't believe the increase need be almost double, especially when it's coupled with the recent increase. For a flooded retirement community like Astor it would be devastating to the mostly fixed income residents who also have not had a pay increase in 10 years. Maybe we should invest in AUF so we can receive the nice annual dividends they are paying out to their investors.

They knew the condition of the system when they purchased it in 2003. They want us to pay for the repairs and improvements. If I purchase a fixer-upper who will come to my aid and help pay for repairs?

Further, they seem to only accomplish things at the last second and when it is beneficial to them, i.e. meters one week before the meeting. If they are granted any increase, I believe they should be required to submit an itemized and specific list of improvements they intend to make and a timeframe for their completion and be HELD ACCOUNTABLE for it. If no such oversight is required, I fear they will take the money and do nothing as they have displayed in the past 5 years.

AUF continues to receive much bad publicity. However, they seem to earn it. Accolades are hard to come by. However I will commend them so far for the performance of the system during FAY. My property in Astor is under water as are many others. I know of no problems with the system like backups occurring in other cities, etc.

Can you tell me the results or status of the Attorney General inquiry?

Also, attached is a document sent to me with out explanation from AUF. Before I can respond I need to know what it is all about.

I would appreciate a list of the future public hearing on this subject so that I may attend.

Sincerely

  
Russ Moyer

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

There has been 30 years of water quality issues in Chuluota, although they did say Chuluota's water problems are Aqua's challenges to solve. A new treatment process provided the first TTHM sample meeting the federal MCL standard. They say the rate increase is to cover Aqua's capital expenditures to improve the Chuluota water and wastewater systems, along with recovering operating costs. No base rate increases by Aqua in about 10 years.

**MY RESPONSE:**

- ① I still don't understand why Chuluota rates are so much higher than surrounding communities.
- ② First good TTHM sampling (in 3 years) is a small step in the right direction.
- ③ Base rates have gone up from 10/04 through 9/08:  
Water base rate: +4.9%  
Sewer base rate: +4.0%

**ADDITIONAL COMMENTS:**

Really don't appreciate the fact that Jack Lahvarcik, the chief operating officer from Aqua, was quoted on WFTV on 7/17/08 as saying "We've been meeting all DEP and EPA standards for the water that we're providing for the customers". He is either mis-informed or lying as I have <sup>received</sup> 12 straight quarters of Aqua failing the EPA TTHM standards. I don't understand how he can get away with that statement to the local television region when it simply is not true.

Name: (Please sign and print) Robert E. Nicola

Robert E. Nicola

Address: 168 Osprey Lakes Circle

City and Zip Code: Chuluota, FL 32766

Telephone Number or E-mail Address: 407-366-8300

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

THE COMPANY SAID:

I RECEIVED A LETTER DATED AUG 27, 2008  
APOLOGIZING FOR PUTTING THE TAG ON THE  
DOOR IN ERROR. ALSO RECEIVED A PHONE  
CALL APOLOGIZING FOR THE ERROR.

MY RESPONSE:

CASE CLOSED

ADDITIONAL COMMENTS: TO THE PUBLIC COUNSEL

WE DO APPRECIATE ALL THE HARD WORK YOU  
AND YOUR COLLEAGUES DO FOR US CITIZENS.

Name: (Please sign and print) Elaine M. Panozzo  
ELAINE M. PANOZZO

Address: 13305 BYRD STREET

City and Zip Code: SEBRING, FL 33875

Telephone Number or E-mail Address: 863-655-9110

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

*see attached*

**MY RESPONSE:**

*To #3, "need response" is no answer!*

*To #6, "need response" is no answer!*

*To #7, what improvements?*

*To #8, "noted" is no answer!*

**ADDITIONAL COMMENTS:**

*Should the PSC consider allowing River Grove to connect to the new East Palatka water system being installed now?*

Name: (Please sign and print)

*John Poitevent John Poitevent*

Address:

*269 River Drive*

City and Zip Code:

*East Palatka, FL 32131*

Telephone Number or E-mail Address:

*johnpoitevent@bellsouth.net*

Overall Order	Hearing Order	Customer Last Name	Customer First Name	Address	System Name	Reported Issue	Resolution	Srvr Call Back	Treatmt by: CSR	Field Issue	Billing Issue	Meter Issue	Undocume nted: Meter Issue	Sewer Issue	Water Quality Issue	Added Zero	Too Long to fix	
12	P3	Moyer	Russell	55636 LEE ST, ASTOR FL 32102	HOLIDAY HAVEN	<ol style="list-style-type: none"> <li>1. What capital improvements has Aqua specifically made in Holiday Haven? How much money was spent in Holiday Haven? What improvements will be made if they are given rate increase?</li> <li>2. New meters installed (reads are sporadic; neighbor's reads 820 gallons in 2 days; other neighbor's reads 20 (he turned his off); Mr. Moyer's is at 520; new construction across the street meter was spinning as fast as it could go and then reversed (his meter is up to 2070); called Aqua and was told "meter is fine; you must have a leak" - seems to be standard answer</li> <li>3. Why the large disparity between AUF rates and St. Johns?</li> <li>4. Last year's request was \$7.3 million; this year's request \$8.4 million - why the base increase?</li> <li>5. Meters installed "shoddily"</li> <li>6. Why are interim rates needed? Website indicates that increase in revenue by 6%; earnings by 13% and dividends by 5% (that was without an increase in Florida)</li> </ol>	<ol style="list-style-type: none"> <li>1. Need response</li> <li>2. New meters installed (RF project). Consumption is consistent with prior year usage.</li> <li>3. Need response</li> <li>4. Need response</li> <li>5. Meters installed per manufacturer's standards</li> <li>6. Need response</li> </ol>											
13	P4	Poltevent	John (Martha)	269 River Dr, East Palatoka, FL 32131	River Grove	<ol style="list-style-type: none"> <li>1. What are interim rates?</li> <li>2. What is base rate? Gallonage charge?</li> <li>3. Is AUF losing money in River Grove? How long has Aqua owned River Grove?</li> <li>4. Water quality has improved</li> <li>5. Prior to AUF owning system, water samples used to be collected every 6 months for testing; why isn't that done anymore? Lack of confidence in results?</li> <li>6. Why aren't there fire hydrants in River Grove? What happens if one of their homes catches on fire?</li> <li>7. Customer Service Department not well trained</li> <li>8. Not fair to place a flat rate on everybody when everybody's needs are different</li> </ol>	<ol style="list-style-type: none"> <li>1. This was answered by Mr. Willis at the hearing</li> <li>2. This was answered by Mr. Willis at the hearing</li> <li>3. Need response</li> <li>4. Noted</li> <li>5. Our water is tested in accordance with local and state policies.</li> <li>6. Need response from division</li> <li>7. Improvements are in place to address this issue</li> <li>8. Noted</li> </ol>											

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

THE COMPANY SAID:

- #1 - THAT THEY TEST WATER PERIODICALLY. —
- #2 - THE COMPANY MADE STATEMENTS ON WHAT THEY'VE SPENT IN THE SYSTEM SO FAR

MY RESPONSE:

- #1 - WAS REQUESTING AN INDEPENDENT AGENCY DO THE TESTING
- #2 - APPROPRIATE RESPONSE, HOWEVER / DON'T AGREE WITH REASONING

ADDITIONAL COMMENTS:

Thank you for follow up. I did receive a letter from AQUA, PARTIALLY EXPLAINING THEIR POSITION. IT WOULD BE GREAT TO GET AN UPDATE ON DISCUSSIONS WITH CITY OF OVEDU.

Name: (Please sign and print)

ROD SANTONAUMO  
Address: 492 OSPREY LKS. CIRCLE  
City and Zip Code: CHULUOTA, FL 32766  
Telephone Number or E-mail Address: RSANTONAUMO@BENSOUTH.NET





J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

The company said water was shut off one time in June - there gas account is fine and water is fine

**MY RESPONSE:**

The company is full of crap - the water has been shut off several times, water tastes + smells horrid - and we don't know if we received our money back properly or not.

**ADDITIONAL COMMENTS:**

Since the meeting, our water has been interrupted (no water) twice already. We have had red sign on ("mailbox") water not drinkable boil water, and we still see workers at restaurants & our local Walmart.

Name: (Please sign and print) Ericka Skipper  
ERICKA SKIPPER

Address: 1144D CR 675W

City and Zip Code: Webster 33597

Telephone Number or E-mail Address: 352-793-4326

COUNTRYGIRL1@yahoo.com

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Docket No. 080121-WS  
Customer Response  
Exhibit No. \_\_\_ (EP-2)  
Page 42 of 56

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

I have not been contacted by the Company since the hearing.

**MY RESPONSE:**

**ADDITIONAL COMMENTS:**

Aqua Utilities has so undermined the trust of the residents of Chuluota that they will never recover. These residents are forced to pay thousands of dollars to keep home filtration septum and irrigation pumps. Otherwise, they live in fear for

Name: (Please sign and print) Kelly Sullivan

Address: 570 Asprey Lakes Circle

City and Zip Code: Chuluota, FL 32746-1658

Telephone Number or E-mail Address: 321-287-5062

Kellyrsullivan@gmail.com

source. Revocation will level the playing field and force Aqua to negotiate an <sup>acceptable</sup> way forward for the residents of Chuluota!

Walt's motto is in low quality, high price. We are weary of the many state agencies pointing the finger of responsibility to another. Enough already! Revoked Legatus' authority for Service Court; let us find an alternate source. Aqua Utilities. WORTH: The monetary price of their health and pay extraordinary prices for water.

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

*They needed a Raise of Rates Water  
Chemical costs are high.*

**MY RESPONSE:**

*(Proposed)  
The Raise is unfair My Water Smells  
and is very Polluted. I have a rain soft system  
also filtering on interior of my home and still its  
Not enough!*

**ADDITIONAL COMMENTS:**

Name: (Please sign and print) *Dr. David E. Tardiff MD* Dr. David E. Tardiff MD

Address: *3705 Tangelo Street.*

City and Zip Code: *Sebring FL 33875*

Telephone Number or E-mail Address: *863-655-3541 or det\_33872@hotmail.com*

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

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**MY RESPONSE:**

Same response as before. They say they have to raise their rates. They have gobbled up all of the little companies in country. They knew what they were getting when they bought us. Sunny Hills is a unique place with a large number of lots that are vacant. They knew what they were doing when they bought Sunny Hills. New airport will get a lot more people. They put in brand new meters in the past few weeks that can be read from truck. Can't do that however, because they can't read the meters in a concrete box. They are in no hurry to replace with plastic boxes. They just wasted their money. Water rates in Warsaw right next to us are \$17 for 2500 gallons with increased rates above that. I now pay \$92 for 4600 gallons, water and sewer. Base facility 11.93. .0046 per gallon charge. .00848 per gallon for sewer. \$39.01. Total of \$59.16 for sewer. No complaint on quality of service. Good water quality. No estimated bills. Not had to call customer service. The cost of water and sewer is what drives me up the wall. June usage was 2600 gallons

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**ADDITIONAL COMMENTS:**

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

I have attached the letter. It does not address anything new specifically. They state they "believe we're on our way" to compliance in their water, but are not delivering safe water. If we do not have the dangerous THMS we are at risk for bacteria. I spent \$4100 on a system to help with the THMS that doesn't take care of bacteria that I feel Aqua should have to reimburse our family for. One year after moving here my husband felt dangerously ill. I believe it is because of this water. They have never provided me safe water, and I am already

MY RESPONSE: paying 300% more than I paid in Oviedo for water. I can not afford to pay Aqua any more. Our budget is already strained because we had to buy the \$4100 home system (dechlorinator) and I also have to purchase bottled water from the stores for drinking. They want an increase and they are already higher than anyone around us. They haven't earned a penny of what I have paid in almost 5 years. We receive notices occasionally of their plans but they usually arrive a day late. My door has never

**ADDITIONAL COMMENTS:**

been tagged for anything and I have neighbors who have had confirmed ecoli. A representative from Aqua told me that they are having UCF students do a study on our water plant to help them. Are they this desperate? The system should be condemned. Aqua has plenty of money to do the right thing however they choose to only respond when the pressure is put on them from the PSC, the DEP + sandy Adams. Basically, nothing has changed and they still want more money.

Name: (Please sign and print) Diane M. Twiford

Diane M Twiford

Address: 334 Velvetreen Place

City and Zip Code: Chuluota FL 32766

Telephone Number or E-mail Address: 407-366-6582

dianetwiford@gmail.com



August 29, 2008

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

T: 352.787.0980  
F: 352.787.6333  
www.aquautilitiesflorida.com

Mrs. Diane Twiford  
334 Velveteen Place  
Oviedo, FL 32766

Dear Mrs. Twiford:

Thank you for attending your community's customer service hearing before the Florida Public Service Commission regarding the Aqua Utilities Florida (Aqua) pending rate request. We appreciate the time you took to share your views about Aqua. Please be assured that we have carefully considered the comments of all who testified and, as a result, have made several operational changes to improve our customer service.

I would like to assure you that Aqua's water quality experts, Florida management team, engineers and consultants are dedicated to solving the water quality challenges that you are experiencing in Chuluota. Many of these challenges result from the general quality of water that we pull from the wells in your area, and several long-term residents have testified that the community has struggled with water quality for as long as 30 years. Regardless, Aqua understands that Chuluota's water challenges are ours to resolve.

Earlier this year, the new treatment process at our Chuluota water treatment plant produced the first sample meeting the federal MCL (maximum contaminant level) of less than 80 parts per million for total trihalomethanes (TTHMs). We must produce an average of four consecutive quarters of samples under the MCL in order to regain environmental compliance with EPA standards, and we believe we're on our way. We are also investigating the construction of a pipeline from Oviedo that could supply water from their new \$16 million water treatment plant. We will continue to update you on our progress.

The reason that Aqua has requested a rate increase is to recover the capital we've spent to improve our water and wastewater systems and to recover operating costs. Since Aqua acquired our Florida water systems in 2003 and 2004, we have spent about \$30 million for water and sewer infrastructure improvements statewide. Additionally, operating costs such as gasoline and chemicals have continued to climb. Rate increases provide a way for utilities to recover capital and operating dollars so we can continue to maintain and improve our systems. However, none of the systems Aqua has purchased have had base rate increases in about 10 years.

Please call me or Stacey Barnes at 352.435.4043 if you have additional questions or would like more information. Thank you for this opportunity to respond to your concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "Jack Lihvarcik".

Jack Lihvarcik  
Chief Operating Officer

cc: Christopher H. Franklin, Aqua America

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

THE COMPANY SAID:

CREDITED ACCOUNT \$40.85. FOUND NO ERRORS  
ON COMPANY'S PART. CO. NOTED SPIKES IN USAGE  
FOR JUNE 2007 AND JUNE 2008. NOT A  
CASE OF EXTRA ZERO. ~~CO.~~ MR. TOMCZAK  
SAID CO. TOLD HIM CREDIT WOULD BE  
ON NEXT BILLS.

MY RESPONSE:

WAS BILLED IN MAY FOR 46,000  
GALLONS. COMPANY TOLD HIM IT  
WAS HIS PROBLEM. IRRIGATION PERSON  
DUG UP 18 SPRINKLERS TO LOCATE LEAKS.  
NO PROBLEM INSIDE OR OUTSIDE. SINCE  
MAY HE TALKED TO 9 PEOPLE WITH COMPANY  
AND NONE OF THEM UNDERSTOOD WATER

ADDITIONAL COMMENTS: OPERATIONS  
CUSTOMER IS NOW MONITORING HIS  
READINGS DAILY. HE THINKS HE WAS  
REMISS IN NOT DOING SO EARLIER.  
COMPANY WANTED TO CHARGE HIM FOR  
TESTING METER, USING 10 GALLONS  
PER DAY. HE DID NOT WATER LAWN IN MAY.

Name: (Please sign and print) WALTER TOMCZAK

RECD BY TEL. ~~REQ~~ 9/9/08

Address: 3338 FAIRWAY RD.

City and Zip Code: LEESBURG, FL 34778

Telephone Number or E-mail Address:

SILVER LAKE ESTATES

NOTE: IT TOOK 8 CALLS AND  
THREE MONTHS TO GET REQ

**HEIDI SHAY VAN WAGNEN  
351 EAST FOURTH STREET  
CHULUOTA, FL 32766  
407-366-1394  
SEPTEMBER 21, 2008**

**J.R. KELLY  
PUBLIC COUNSEL  
111 W. MADISON STREET—RM. 812  
TALAHASSEE, FL 32399-1400**

***THE FOLLOWING IS MY RESPONSE TO THE EXPLANTION SUBMITTED TO THE FLORIDA PUBLIC SERVICE COMMISSION REGARDING MY RECENT TESTIMONY DURING THE CUSTOMER HEARINGS REGARDING THE AQUA UTILITIES REQUEST FOR INCREASED RATES. (I TYPE THIS IN CASE YOU CANNOT READ MY HANDWRITING. I TYPE IN CAPITALS BECAUSE IT IS EASIER ON MY ARTHRITIC FINGERS.)***

TO BEGIN WITH I FEEL LIKE THE AQUA RESPONSE LETTER WAS SIMPLY A FORM LETTER WITH A PERSONALIZED HEADING.

**THE COMPANY SAID:** THEY *MUST* INCREASE WATER RATES TO "MAINTAIN AND IMPROVE" OUR WATER

**MY RESPONSE:** HOW CAN I AND OTHER *FIXED INCOME* HOUSEHOLDS AFFORD TO LIVE ON THEIR INCREASED RATES IN THE FUTURE?

**ADDITIONAL COMMENTS:** ARE THEY (AQUA UTILITIES) GOING TO PAY OUR MEDICAL AND VET BILLS WHILE THEY (AQUA) MAINTAIN THE STATUS QUO OR *PRACTICE* ON IMPROVEMENTS? ARE THEY GOING TO TAKE FINANCIAL RESPONSIBILITY FOR OUR '*LOVE CANAL*' AILMENTS?

HEIDI S. VAN WAGNEN  
351 E. 4<sup>TH</sup> ST.  
CHULUOTA, FL 32766  
407-366-1394

RECEIVED

SEP 24 2008

Office of  
Public Counsel





August 29, 2008

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

T: 352.787.0980  
F: 352.787.6333  
www.aquautilitiesflorida.com

Ms. Heidi Van Wagnen  
351 East 4<sup>th</sup> Street  
Chuluota, FL 32766

Dear Ms. Van Wagnen:

Thank you for attending your community's customer service hearing before the Florida Public Service Commission regarding the Aqua Utilities Florida (Aqua) pending rate request. We appreciate the time you took to share your views about Aqua.

I would like to assure you that Aqua's water quality experts, Florida management team, engineers and consultants are dedicated to solving the water quality challenges that you are experiencing in Chuluota. Many of these challenges result from the general quality of water that we pull from the wells in your area, and several long-term residents have testified that the community has struggled with water quality for as long as 30 years. Regardless, Aqua understands that Chuluota's water challenges are ours to resolve.

Earlier this year, the new treatment process at our Chuluota water treatment plant produced the first sample meeting the federal MCL (maximum contaminant level) of less than 80 parts per million for total trihalomethanes (TTHMs). We must produce an average of four consecutive quarters of samples under the MCL in order to regain environmental compliance with EPA standards, and we believe we're on our way. We are also investigating the construction of a pipeline from Oviedo that could supply water from their new \$16 million water treatment plant. We will continue to update you on our progress.

The reason that Aqua has requested a rate increase is to recover the capital we've spent to improve our water and wastewater systems and to recover operating costs. Since Aqua acquired our Florida water systems in 2003 and 2004, we have spent about \$30 million for water and sewer infrastructure improvements statewide. Additionally, operating costs such as gasoline and chemicals have continued to climb. Rate increases provide a way for utilities to recover capital and operating dollars so we can continue to maintain and improve our systems. However, none of the systems Aqua has purchased have had base rate increases in about 10 years.

Please call me or Stacey Barnes at 352.435.4043 if you have additional questions or would like more information. Thank you for this opportunity to respond to your concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "Jack Lihvarcik".

Jack Lihvarcik  
Chief Operating Officer

cc: Christopher H. Franklin, Aqua America

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

The company said they would give us a check for any overpayment. They did not give us a check for the amount owed. They gave us a credit on the bill. I did not want that credit. I wanted the check they promised.

**MY RESPONSE:**

↑

**ADDITIONAL COMMENTS:**

We are struggling to get by on Social Security. Everything is going up. We have been retired for 10 years. Our savings are gone. We are very careful not to waste water. We don't water our grass. We pee more than once before we flush. We can't afford the high increase they are asking.

Name: (Please sign and print) William F. Webb  
William F. Webb

Address: 74 Rosalie Oaks Blvd.

City and Zip Code: LAKE WAKES, FL 33898

Telephone Number or E-mail Address: 863-696-3597

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

THEY HAD THE TTHM<sup>2</sup> UNDER CONTROL FOR  
4/4

**MY RESPONSE:**

THAT'S NOT A VERY GOOD BADING AVERAGE  
YOU CAN SMELL THE WATER AFTER FLUSHING  
THE TOILET THROUGH THE BED ROOM. WATER DOES  
NOT SMELL OR TASTE GOOD

**ADDITIONAL COMMENTS:**

THEY DONOT DESERVE A RATE INCREASE

Name: (Please sign and print)

COWBOY WHITMAN  
*Cowboy Whitman*

Address:

141 E 2<sup>ND</sup> ST

City and Zip Code:

CHALCOGA, FL. 32766

Telephone Number or E-mail Address:

407-365-~~3781~~ 3781

2134 Sunny Hills Blvd  
Chipley, FL 32428  
September 11, 2008

Attorney J. R. Kelly  
State of Florida  
Office of Public Counsel  
c/o The Florida Legislature  
111 West Madison Street, Room 812  
Tallahassee, Florida 32399-1400

RECEIVED

SEP 11 2008

Office of  
Public Counsel

Re: Customer Hearing – Florida Public Service Commission  
Rate Increase by Aqua Utilities

Dear Attorney Kelly:

I received the attached letter from Aqua Utilities in response to the questions I presented at the customer hearing in Chipley, Florida regarding a possible rate increase by Aqua.

1. In August 2007 I had written to the Public Service Commission regarding concerns about Aqua Utilities in the Sunny Hills community. At that time I cited a report from [www.arvanitakis.com](http://www.arvanitakis.com), Water Services, Ltd, regarding Well No 1 being taken off line in early 2004 because of maintenance and replacement of the casing because iron levels exceeded the maximum contamination level (MCL). In the current letter Aqua states that the well has been treated in an attempt to improve its water quality but after four years, the well is not able to be used, and not expected to be replaced until 2009. If it needs to be replaced, it appears it is still not safe to be used. Aqua says it can be used in an emergency situation, but there is no mention that they have attempted to have the water tested for iron since it was treated to meet the safety requirements. Shouldn't an independent water service be hired to test the water so there is no controversy on whether it is actually free of contaminants? Even to this date, the water in the toilets continues to have a purple or black ring. This problem listed in 2007 still has not been resolved.

2. In August 2007 we reported to the Public Service Commission that an inspection done on February 22, 2007 by the FDEP acknowledged that there is not sufficient storage capacity to provide fire protection. The current letter from Aqua states "rest assured that Aqua meets all fire code requirements in your area". Has the storage capacity problem been corrected and if so, this should be verified by another inspection and report by the FDEP. Sunny Hills is a large area with much forest and undergrowth – there needs to be sufficient storage capacity for fire protection. There is no proof that this problem has been addressed and resolved since it was reported in 2007.

3. It was reported in August 2007 that bills being sent had errors in amounts due that favored Aqua Utilities. Yes, the bill referenced from February 2008 was corrected, but why does this problem continue to occur? We actually had to go out and read the meter and call Aqua with the reading so a correction could be made. Why do they continue to have problems with their system of reading meters? Elderly citizens have problems realizing there is a mistake in their bill and would find it difficult to go out and read their own meters.

Aqua Utilities is again asking for a rate increase "to recover the capital spent to improve our water and wastewater systems and to recover operating costs". Since August 2007, Well No 1 is still not on line (since 2004 and not projected until 2009), bills are still being sent with amounts favoring Aqua, purple/black rings continue to be in the toilets, and the storage capacity to fight fires has not been verified as being addressed and this is a dangerous situation. I cannot see what has been done to warrant the increase as the same problems continue. We also have a community, as previously mentioned, of elderly homeowners and young families with small children in one of the lowest paying areas of Florida.

A rate increase should be evaluated after all the problems have been proven to be resolved not before. A rate increase, if approved in the future when problems are resolved, should reflect the financial economy of the area. A rate increase in the Washington County area with the salary base should not be the same as a rate increase in for example Dade, Broward, or Hillsborough county with a higher salary base.

Thank you for the opportunity to respond to the letter from Aqua Utilities and to express my concerns on this proposed rate increase.

Sincerely,



Diana Wood

J. R. Kelly  
Public Counsel  
111 W. Madison Street—Rm. 812  
Tallahassee, FL 32399-1400

Following is my response to the explanation submitted to the Florida Public Service Commission regarding my recent testimony during the customer hearings regarding the Aqua Utilities request for increased rates:

**THE COMPANY SAID:**

Please see Attached  
Letter

**MY RESPONSE:**

**ADDITIONAL COMMENTS:**

Name: (Please sign and print)

Diana Wood  
DIANA WOOD

Address:

2134 Sunny Hills Blvd

City and Zip Code:

Chipley FL 32428

Telephone Number or E-mail Address:

850 - 773 1778

EMAIL taurusearth@bell-south.net



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

T: 352.787.0980  
F: 352.787.6333  
[www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com)

August 29, 2008

Ms. Diana Wood  
2134 Sunny Hills Boulevard  
Chipley, FL 32428

Dear Ms. Wood:

Thank you for attending your community's customer service hearing before the Florida Public Service Commission regarding the Aqua Utilities Florida (Aqua) pending rate request. We appreciate the time you took to share your views about Aqua. Please be assured that we have carefully considered the comments of all who testified and, as a result, have made several operational changes to improve our customer service.

At the hearing, you asked about fire protection in your area. Please rest assured that Aqua meets all fire code requirements in your area, and the safety of our customers will always be a top priority.

At the hearing, you also expressed concern over your February 2008 water bill. We determined that an inaccurate reading of your meter produced your higher-than-usual bill. As you know, Aqua credited your account to bring it current, and I apologize for any inconvenience this may have caused.

You also asked about the quality of your water. At times, we hear concerns about hardness, calcification (a white residue), manganese (which could leave a purple or black ring in your toilet), and a chlorine taste or smell. Please be assured that water quality is of critical concern to us. Aqua has one of the nation's top water quality laboratories, and we have spent a great deal of time, effort and money to meet state and federal health and environmental standards. In fact, we meet all state and federal standards in your water system. Every year, Aqua tests more than 6,300 water samples throughout Florida. If you have further questions about the water quality in the system where you live, you can visit [www.aquaamerica.com](http://www.aquaamerica.com) and view your annual water quality report, which we publish and distribute before July 1 of every year.

We do realize, however, that meeting health and safety standards does not always provide you with the aesthetic qualities you'd like from your water. Qualities such as taste and smell have a tendency to change based on many different factors, and, as you might

Ms. Diana Wood

Ms. Diana Wood  
August 29, 2008  
Page 2

imagine, it would be extremely costly for us – and you – to install water filtration at every community well site. But you can rest assured that we test your water to make sure it is safe, and any calls regarding water quality will receive top priority when dispatched.

The well you referenced at the hearing was in fact taken offline due to high levels of iron and manganese. We have since treated the well to address this issue and improve its water quality, and, in an emergency situation, the well can be used. We do, however, have plans to replace the well in 2009.

The reason that Aqua has requested a rate increase is to recover the capital we've spent to improve our water and wastewater systems and to recover operating costs. Since Aqua acquired our Florida water systems in 2003 and 2004, we have spent about \$30 million for water and sewer infrastructure improvements statewide. Additionally, operating costs such as gasoline and chemicals have continued to climb. Rate increases provide a way for utilities to recover capital and operating dollars so we can continue to maintain and improve our systems. However, none of the systems Aqua has purchased has had a base rate increase in about 10 years.

I hope this information addresses your concerns to your satisfaction. If you have additional questions or comments, please call me or Stacey Barnes at 352.435.4043. Thank you for this opportunity to respond.

Sincerely,



Jack Lihvarcik  
Chief Operating Officer

cc: Christopher H. Franklin, Aqua America



## FPSC CORRESPONDENCE FILE ANALYSIS

**TOTAL CUSTOMERS RESPONDING: 349**  
**LETTERS FROM CUSTOMERS: 223**  
**CUSTOMER SIGNATURES/PETITIONS: 126\***

**TOTAL CATEGORIES OF  
CUSTOMER RESPONSES 398**

### CUSTOMER RESPONSES BY CATEGORY:

<u>OPPOSE/ REDUCE INCREASE</u>	<u>POOR WATER QUALITY</u>	<u>POOR SERVICE QUALITY</u>	<u>SUPPORT COMPANY POSITION</u>
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<b>244</b>	<b>109</b>	<b>42</b>	<b>2</b>
------------	------------	-----------	----------

<b>61%</b>	<b>27%</b>	<b>11%</b>	<b>.5%</b>
------------	------------	------------	------------

**PERCENT FAVORABLE TO COMPANY: .5%**

**PERCENT UNFAVORABLE TO COMPANY 99.5%**

**\*Some customers wrote letters and signed petitions**

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