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 -M-E-M-O-R-A-N-D-U-M-

DATE: August 3, 2009
TO: Ralph R. Jaeger, Senior Attorney, Office of the General Counsel
FROM: Laura V. King, Public Utilities Supervisor, Division of Regulatory Compliance *LV*
RE: Docket No. 080121-WS - Request for Confidential Classification of Document No. 07334-09 by Aqua Utilities of Florida, Inc. (Aqua)

I have reviewed the CDs which capture the dialogue between Aqua's customers and its customer service representatives. This dialogue includes disclosure of specific customer information such as credit card data, Social Security number, bank account number, medical condition, and other confidential customer-specific information. As such, I recommend that the utility's request for confidential classification be granted.

Furthermore, Aqua is required to submit recordings of its customer service representatives interacting with its customers on a monthly basis through November 2009. Since these recordings will contain similar customer-specific information, I recommend that they also be granted confidential classification.

Cc: Office of Commission Clerk

- COM _____
- ECR _____
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- ADM _____
- CLK K. Pera

DOCUMENT NUMBER-DATE
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Public Service Commission

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DATE: 07/22/09

TO: X DIVISION OF ECONOMIC REGULATION
 DIVISION OF REGULATORY COMPLIANCE
 DIVISION OF SERVICE, SAFETY & CONSUMER ASSISTANCE
 DIVISION OF STRATEGIC ANALYSIS & GOVERNMENTAL
AFFAIRS
 OFFICE OF THE GENERAL COUNSEL

FROM: OFFICE OF COMMISSION CLERK

RE: CONFIDENTIALITY OF CERTAIN INFORMATION

DOCUMENT NO(s): 07334-09

DESCRIPTION: Aqua Utilities (May) - (CONFIDENTIAL) 22 CDs containing sound recordings of customer complaints for 6/09, Exh C [to second request for confidential classification of customer-specific information required by quality of service monitoring plan].

SOURCE: Aqua Utilities Florida, Inc.

DOCKET NO(s): 080121-WS

The above material was received with a request for confidential classification. Please prepare a recommendation for the attorney assigned to the case by completing the section below and forwarding a copy of this memorandum, together with a brief memorandum supporting your recommendation, to the attorney. Copies of your recommendation should also be provided to the Division of the Commission Clerk and Administrative Services, Bureau of Records and Hearing Services, and to the Office of General Counsel.

Please read each of the following and check if applicable.

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- The document(s) is (are), in fact, what the utility asserts it (them) to be.
- The utility has provided enough details to perform a reasoned analysis of its request.
- The material has been received incident to an inquiry.
- The material is confidential business information because it includes:
- (a) Trade secrets;
 - (b) Internal auditing controls and reports of internal auditors;
 - (c) Security measures, systems, or procedures;
 - (d) Information concerning bids or other contractual data, the disclosure of which would impair the efforts of the company to contract for services on favorable terms;
 - (e) Employee personnel information unrelated to compensation, duties, qualifications, or responsibilities;
 - (f) Tax returns or tax-related information;
 - (g) Information relating to competitive interests, the disclosure of which would impair the competitive business of the provider of information.
- The material appears to be confidential in nature and harm to the company or its ratepayers will result from public disclosure.
- The material appears not to be confidential in nature.
- The material is a periodic or recurring filing and each filing contains confidential information.

Response prepared by: Laura King

Date: 8/3/09

cc: CLK RCP
 ECR SGA
 GCL SSC

PSC/CLK 15 (Rev 07/09)