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August 31, 2009

VIA HAND-DELIVERY

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COMMISSION
CLERK

Ms. Ann Cole, Director
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Betty Easley Conference Center, Room 110
Tallahassee, FL 32399-0850

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

Dear Ms. Cole :

Pursuant to Rule 25-22.006(4), Florida Administrative Code, enclosed for filing on behalf of Aqua Utilities Florida, Inc. ("AUF") are the original and fifteen (15) copies of AUF's Supplement to its First and Third Requests for Confidential Classification of Customer-Specific Information Required by Quality of Service Monitoring Plan ("Supplement to First and Third Requests"). Attached to the Supplement to First and Third Requests is a separate, sealed envelope marked "Confidential Exhibit A," which contains the following:

One (1) copy of a compact disc ("CD") containing the reports of customer complaints for the months of May and July, 2009 with the confidential information subject to this request highlighted. Because the information in Confidential Exhibit "A" is stored in electronic format, it is not possible to redact the confidential information contained therein.

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DOCUMENT NUMBER-DATE

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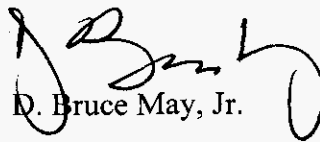
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Ann Cole
August 31, 2009
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For our records, please acknowledge your receipt of this filing on the enclosed copy of this letter. Thank you for your consideration.

Sincerely,

HOLLAND & KNIGHT LLP


D. Bruce May, Jr.

DBM:kjg

Enclosures

cc: Ralph Jaeger, Esq.
Katherine Fleming, Esq.
Caroline Klancke, Esq.
Erik Sayler, Esq.
Charles Beck, Esq.
Cecilia Bradley, Esq.
Kimberly A. Joyce, Esq.

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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Application for increase in water and)
wastewater rates in Alachua, Brevard,)
DeSoto, Highlands, Lake, Lee, Marion,)
Orange, Palm Beach, Pasco, Polk, Putnam,)
Seminole, Sumter, Volusia, and Washington)
Counties by Aqua Utilities Florida, Inc.)

DOCKET NO. 080121-WS

FILED: August 31, 2009

**SUPPLEMENT TO AQUA UTILITIES FLORIDA, INC.'S
FIRST AND THIRD REQUESTS FOR CONFIDENTIAL CLASSIFICATION OF
CUSTOMER-SPECIFIC INFORMATION REQUIRED BY
QUALITY OF SERVICE MONITORING PLAN**

Aqua Utilities Florida, Inc. ("AUF"), pursuant to Section 367.156, Florida Statutes, and Rule 25-22.006(4), Florida Administrative Code, supplements its first and third requests for confidential classification of customer-specific information filed in this docket ("First and Third Requests") as follows:

1. On June 22, July 20, and August 20, 2009, in accordance with Order No. PSC-09-0385-FOF-WS (the "Order"), AUF filed with the Commission reports listing all customer complaints for the months of May, June and July 2009, respectively. The Order required that the report include customer name, address, phone number, account number, a description of the complaint, and how the complaint was resolved" Order at 22.

2. As explained in AUF's First, Second and Third Requests for Confidential Classification, the reports for May, June, and July 2009 contained customer-specific information the disclosure of which would harm the privacy interests of individual customers and subject those customers to other harm, including potential identity theft. Accordingly, AUF redacted that customer-specific information in the reports it filed with the Commission and

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contemporaneously submitted an unredacted version of the report as part of its First, Second and Third Requests.¹

3. On July 22, 2009, Commission staff contacted the undersigned and requested that AUF provide staff with electronic versions of the unredacted customer complaint report for the month of June, 2009. Commission staff explained that it needed an electronic version of the reports in order to efficiently track AUF's interaction with its customers. Commission staff acknowledged that customer-specific information in the reports was subject to pending requests for confidential classification, and recommended that AUF could include the electronic version of the report in its Second Request to preserve confidentiality of proprietary confidential business information. On July 23, 2009, AUF supplemented its Second Request and provided staff with a compact disk ("CD") reflecting the unredacted customer complaint report filed on July 20, 2009.

4. On August 28, 2009, Commission staff contacted AUF and requested that it provide staff with electronic versions of the unredacted customer complaint reports for the months of May and July, 2009. Commission staff acknowledged that customer-specific information in the reports was subject to pending requests for confidential classification, and recommended that AUF could provide staff with the electronic versions of the reports by supplementing its First and Third Requests to preserve confidentiality of proprietary confidential business information.

5. Accordingly, in response to staff's request, AUF is providing a compact disc ("CD") reflecting the unredacted customer complaint reports filed on June 22 and August 20,

¹In its First, Second and Third Requests, AUF described in detail the customer-specific information that is entitled to confidential classification pursuant to Section 367.156(3), Florida Statutes, and Rule 25-22.006, Florida Administrative Code, and is exempt from Section 119.07(1), Florida Statutes, and Article I, Section 24(a), of the Florida Constitution, because such information constitutes "proprietary confidential business information" as defined in Section 367.156(3), Florida Statutes.

2009. The following columns in the electronic versions of the monthly reports for May and July, 2009 are confidential and have been highlighted to insure against public disclosure:

- Column B - contains the customer name which is detailed customer-specific information that the Commission has routinely protected as proprietary confidential business information.
- Column C - contains the customer address which is detailed customer-specific information that the Commission has routinely protected as proprietary confidential business information.
- Column D - contains the customer account number which is detailed customer-specific information that the Commission has routinely protected as proprietary confidential business information.
- Column F - contains the customer telephone number which is detailed customer-specific information that the Commission has routinely protected as proprietary confidential business information.

6. Pursuant to Florida Administrative Code Rule 25-22.006, detailed justification for the confidential classification of the reports is set forth in AUF's First and Third Requests filed on June 22 and August 20, 2009, respectively.

Documents Attached to the Supplemental Request

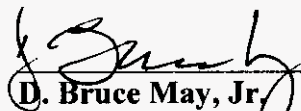
7. The following documents supporting this request are attached hereto and incorporated by reference herein:

Exhibit "A": One copy of a CD containing the monthly reports of customer complaints for the months of May and July, 2009 with the confidential information subject to this request highlighted. Because the information in Exhibit "A" is stored in electronic format, it is not possible to redact the confidential information contained therein. **This CD has been placed in a sealed envelope marked "CONFIDENTIAL" and should receive confidential treatment by the Commission.**

WHEREFORE, for the reasons set forth in its First and Third Requests, AUF requests that the electronically stored customer-specific information contained in the CD attached in

Exhibit "A" be classified as confidential and exempt from Chapter 119, Florida Statutes, and Article I, Section 24(a), of the Florida Constitution for the maximum period.

Respectfully submitted this 31st day of August, 2009 by:



D. Bruce May, Jr.
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Counsel for Aqua Utilities Florida, Inc.

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing was furnished by hand delivery this 31st day of August, 2009 to the following:

Charles Beck, Esq.
Stephen C. Reilly, Esq.
Office of Public Counsel
111 West Madison Street
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Tallahassee, Florida 32399-1400

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Katherine Fleming, Esq.
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Cecilia Bradley, Esq.
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Tallahassee, FL 32399-1050



Attorney

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STATE OF FLORIDA

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NANCY ARGENZIANO
NATHAN A. SKOP



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ANN COLE
COMMISSION CLERK
(850) 413-6770

Public Service Commission

ACKNOWLEDGEMENT

DATE: August 31, 2009

TO: Bruce May, Holland & Knight Law Firm

FROM: Ruth Nettles, Office of Commission Clerk

RE: Acknowledgement of Receipt of Confidential Filing

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket Number 080121 or, if filed in an undocketed matter, concerning supplement to Aqua's 1st, and 3rd Request of confidential classification of customer-specific information requested by Quality of Service Monitoring Plan, and filed on behalf of Aqua. The document will be maintained in locked storage.

If you have any questions regarding this document, please contact Marguerite Lockard, Deputy Clerk, at (850) 413-6770.

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