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D. Bruce May, Jr.
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November 6, 2009

VIA HAND-DELIVERY

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 Request for Confidential Classification of Supplemental Customer-Specific Information Requested by Staff ("Supplemental Request"). Attached to the Request is a separate, sealed envelope which contains the following:

- 1) Confidential Exhibit "A". Confidential Exhibit "A" is comprised of two (2) compact discs ("CDs") containing the September 25 and 28, 2009 sound recordings of specific customer calls requested by staff. 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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Ann Cole
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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 assistance with this filing.

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.

8938120_v1

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: November 6, 2009

**AQUA UTILITIES FLORIDA, INC.'S
REQUEST FOR CONFIDENTIAL CLASSIFICATION OF SUPPLEMENTAL
CUSTOMER-SPECIFIC INFORMATION REQUESTED BY STAFF**

Aqua Utilities Florida, Inc. ("AUF"), pursuant to Section 367.156, Florida Statutes, and Rule 25-22.006(4), Florida Administrative Code, respectfully requests confidential classification of supplemental customer-specific information requested by staff (the "Request"). In support of the Request, AUF states:

1. In accordance with the Quality of Service Monitoring Plan in Order No. PSC-09-0385-FOF-WS (the "Order"), AUF is required to submit to the Commission (i) a monthly report listing all customer complaints for the first six (6) months after the Order is issued and (ii) sound recordings of customer complaints for the same period. Order at 22. In compliance with those directives, AUF has filed with the Commission the reports and sound recordings of all customer inquiries (including complaints) for the months of May, June, July, August and September 2009, respectively.

2. The sound recordings submitted by AUF reflect dialogues between the customer and AUF' customer service representatives which necessarily involves sensitive customer-specific information such as proprietary credit card data, Social Security number, bank account number, customer medical condition, address, and other highly confidential customer-specific information, disclosure of which would harm the privacy interests of individual customers and subject those customers to other harm, including potential identity theft. Consequently, AUF has

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formally requested confidential classification of that customer-specific information on June 22, July 20, July 23, August 20, August 31, September 21, October 20, and October 30, 2009 ("Prior Requests").

3. Commission staff recently contacted AUF and advised that it was having difficulty opening the discs containing sound recordings of customer inquiries made on September 25 and September 28, 2009. Staff requested that AUF supplement its prior filing for the month of September and provide staff with replacement discs of the sound recordings for September 25 and 28, 2009.

Sound Recordings

4. In response to staff's request, AUF is supplementing its prior filing by submitting new replacement discs of sound recordings of customer calls made on September 25 and 28, 2009. In accordance with Florida Administrative Code Rule 25-22.006(4)(b), two (2) unedited discs containing the requested sound recordings is attached as Confidential Exhibit "A". Pursuant to Florida Administrative Code Rule 25-22.006, detailed justification for the confidential classification of the sound recordings has been set forth in AUF's Prior Requests. Because the information in Confidential Exhibit "A" is stored in electronic format, it is not possible to redact the confidential information contained therein. These discs have been placed in a sealed envelope marked "CONFIDENTIAL" and should receive confidential treatment by the Commission.

WHEREFORE, based on the foregoing and for the reasons set forth in AUF's Prior Requests, AUF requests that the electronically stored customer-specific information contained in the discs attached in Confidential 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 6th day of November, 2009 by:



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Florida Bar No. 684491
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Counsel for Aqua Utilities Florida, Inc.

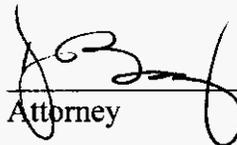
CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing was furnished by U.S. Mail this 6th day of November, 2009 to the following:

Charles Beck, Esq.
Stephen C. Reilly, Esq.
Office of Public Counsel
111 West Madison Street
Room 812
Tallahassee, Florida 32399-1400

Cecilia Bradley, Esq.
Office of the Attorney General
The Capitol – PL01
Tallahassee, FL 32399-1050

Ralph Jaeger, Esq.
Katherine Fleming, Esq.
Caroline Klancke, Esq.
Office of General Counsel
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850



Attorney

Aqua Utilities Florida, Inc.

Sound Recordings

September 25 and 28, 2009

CONFIDENTIAL

EXHIBIT A

STATE OF FLORIDA

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
NANCY ARGENZIANO
NATHAN A. SKOP
DAVID E. KLEMENT



OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

Public Service Commission

ACKNOWLEDGEMENT

DATE: November 6, 2009

TO: D. Bruce May, Holland & Knight

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 supplemental customer-specific information requested by staff, and filed on behalf of Aqua. The document will be maintained in locked storage.

If you have any questions regarding this document, please contact Kim Peña, Records Management Assistant, at (850) 413-6393.

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