

Holland & Knight

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April 15, 2010

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 :

This letter is submitted on behalf of our client Aqua Utilities Florida ("Aqua" or "Company") in response to Staff's request that Aqua provide a status report on the customer issues mentioned at the March 16, 2010 Agenda Conference involving Ms. Somerville and Ms. Fletcher. The issues for both customers relate to compliance with Aqua's seasonal customer procedures as set forth in Attachment "A." Ms. Somerville's and Ms. Fletcher's issues have been resolved as described in Attachments "B" and "C" respectively.

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* Representative Office

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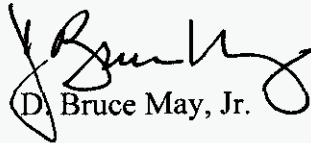
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Thank you for your consideration.

Sincerely,

HOLLAND & KNIGHT LLP



D. Bruce May, Jr.

DBM:kjg
Enclosure

cc: Marshall Willis
Ralph Jaeger, Esq.
Patti Daniel
Charles Beck, Esq.
Cecilia Bradley, Esq.
Kimberly A. Joyce, Esq.
Troy Rendell

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Seasonal Customer Information

If you spend only a portion of your time in Florida, please help us to accurately bill your account.

Here's how you can help:

- Contact our call center at 1.877.WTR.AQUA or 1.877.987.2782 as soon as possible and tell us that you're a seasonal customer. Doing so ensures you receive accurate bills throughout the year.
- You can turn your water off when you leave for the season and turn it on when you return. For assistance, call 1.877.WTR.AQUA or 1.877.987.2782.
- Prior to leaving your Florida home for the season, please notify us. Otherwise, your bill might be estimated while you're gone. In most cases, this will result in higher bills.

Florida's Administrative Code, Rule 25-30.335, requires that we bill you for your base facility charge each month regardless of whether or not you are home.

The base facility charge covers the cost of constructing, replacing and maintaining the pipes and wells in your area that are always in operation whether you are at your home or not. ♦

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Smart Watering Tips

- ◌ Maintain a lawn height of 2.5 to 3 inches to help protect the roots from heat stress and reduce the loss of moisture to evaporation.
- ◌ Avoid planting turf in areas that are difficult to irrigate properly, such as steep inclines and isolated strips along sidewalks and driveways.
- ◌ Aerate clay soils at least once a year to help the soil retain moisture.
- ◌ Promote deep root growth through a combination of proper watering, aerating, appropriate fertilization, thatch (grass clippings) control and attention to lawn height. A lawn with deep roots requires less water and is more resistant to drought and disease.
- ◌ Mulch around plants, bushes and trees to help the soil retain moisture, discourage the growth of weeds and provide essential nutrients.
- ◌ Plant in the spring or fall, when watering requirements are lower.
- ◌ When choosing plants, keep in mind that smaller ones require less water to become established.
- ◌ Use porous materials for walkways and patios to keep water in your yard and prevent wasteful runoff.
- ◌ Install a rain sensor on your irrigation system to prevent the system from watering while it is raining, or right after it has rained. ♦

AQUASM

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ATTACHMENT B

Ms. Josephine Somerville

Ms. Somerville actually contacted Customer Service on January 28, 2010 and stated that her water was not turned on. The CSR immediately generated a move-in order on January 28th and water was turned on. There are no records that indicate that Ms. Somerville called Aqua prior to January 28 to complain that her water service was inoperative.

However, records do show that Ms. Somerville contacted Customer Service in March of 2009 and stated that she was moving out. Aqua has found no records that Ms. Somerville stated that she was a seasonal customer or that she gave notice that she intended to return. As a result, when the customer advised that she was moving out, the CSR generated a "move out" service order for the water and a "turn off and block" order for the sewer. The account was designated as "inactive" and, accordingly, no bills were issued from March 2009 through December 2009.

Subsequently, Ms. Somerville has confirmed that she is a seasonal customer. Aqua has explained to her that because she is a seasonal customer she is responsible for base facility charges back to March 2009 in accordance with the Company's tariff. The issue is now resolved. Her account is now current and reflects her status as a seasonal customer so that she will receive monthly bills for the base facility charges while she is temporarily residing elsewhere.

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ATTACHMENT C

Ms. Donna Fletcher

Ms. Fletcher contacted Customer Service in April 2009 and stated that she was moving out. Upon review, Aqua has found no records that reflect that Ms. Fletcher has relayed to the Company that she is a seasonal customer. After being notified that the customer was moving out, the CSR generated a "move out" service order for the water and a "turn off and block" order for the sewer. The account was then designated as "inactive" and, accordingly, the customer did not receive any bills beginning in May 2009. In November 2009, Ms. Fletcher contacted Customer Service, stated that she was returning, and asked that her account be activated. At that time, the Company advised Ms. Fletcher that because she was a seasonal customer she was responsible for base facility charges from May through November 2009. More recently, Aqua field technicians determined that during Ms. Fletcher's absence the meter transponder was not properly transmitting. The equipment has been replaced and is now functioning properly. The issue has been fully resolved. Ms. Fletcher's account is now current and reflects her status as a seasonal customer so that she will receive monthly bills for base facility charges while she is temporarily residing elsewhere.

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