

Holland & Knight

315 South Calhoun Street, Suite 600 | Tallahassee, FL 32301 | T 850.224.7000 | F 850.224.8832
Holland & Knight LLP | www.hklaw.com

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COMMISSION
CLERK

D. Bruce May, Jr.
850 425 5607
bruce.may@hklaw.com

July 12, 2010

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 - Phase II Monitoring Report*

Dear Ms. Cole :

In accordance with Order No. PSC-10-0297-PAA-WS in Docket No. 080121-WS, enclosed are the original and fifteen (15) of the following reports relative to the Aqua Utilities Florida, Inc. ("AUF") Phase II Monitoring Plan for the month of May, 2010:

1. Management Quality Performance Report;
2. Florida Complaint Support Information Report;
3. Florida Score Card;
4. Call Center Monitoring Statistics (Historical Data) Report;
5. Call Center Monitoring Statistics - May 2010;
6. Call Quality Report;
7. Estimated Read Report; and,

COM _____
APA _____
ECR 13
GCL 2
RAD _____
SSC _____
ADM _____
OPC _____
CLK _____

Atlanta | Bethesda | Boston | Chicago | Fort Lauderdale | Jacksonville | Lakeland | Los Angeles | Miami | New York
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* Representative Office

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Ann Cole
July 12, 2010
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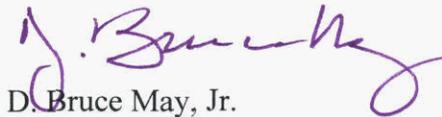
8. Aged Service Orders Report.

Also enclosed are the original and fifteen (15) copies of AUF's Quarterly Environmental Update dated July 2010.

Please acknowledge receipt of this filing by stamping the extra copy of this letter "filed" and returning the copy to me. Thank you for your assistance.

Sincerely,

HOLLAND & KNIGHT LLP

A handwritten signature in purple ink, appearing to read "D. Bruce May, Jr.", is written over the typed name.

D. Bruce May, Jr.

DBM:kjg
Enclosure

cc: Ralph Jaeger, Esq.
Caroline Klancke, Esq.
Erik Sayler, Esq.
Earl Poucher
Charles Beck, Esq.
Cecilia Bradley, Esq.
Kimberly A. Joyce, Esq.
Troy Rendell

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Aqua Utilities Florida Inc.

Docket No. 080121-WS

Florida Public Service Commission

Phase II Monitoring

Management Quality Performance Report

May 2010

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QUALITY PERFORMANCE REPORT

Florida Customers

May-10			
	Percent	Total Calls	
1	Move In or Move Out	20%	1,004
2	Pay by Phone - Speedpay	13%	647
3	Verify Account Balance	9%	457
4	Customer Account Changes	9%	439
5	No Water	5%	232
6	Payment Arrangement	5%	231
7	Explain Bill	5%	228
8	Shut-Off Notice	4%	219
9	Payment Confirmation Number	4%	179
10	Restore Service	3%	170
11	High Bill Complaint	3%	139
12	Verify Receipt of Payment	2%	118
13	Turn On or Turn Off Service	2%	101
14	Low Pressure	2%	91
15	Service Line Leak	1%	75
16	Leak Adjustment	1%	72
17	Dispute Bill	1%	67
18	Boil Water Notice	1%	51
19	Meter Problem	1%	50
20	Zip Check Sign up	1%	43
	All Other Calls	9%	438
Total calls		100%	5,051

Aqua Utilities Florida Inc.

Docket No. 080121-WS

Florida Public Service Commission

Phase II Monitoring

Florida Complaint Support Information Report

May 2010

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Florida Customer Contacts

May 2010

System	CITY	CCS Reason	Total	
48 ESTATES	LEESBURG	COLLECTION	1	
		NO_WATER	16	
		OTHER_WT_Q	6	
		PRESSURE	1	
LEESBURG Total			24	
48 ESTATES Total				24
ARREDONDO ESTATES	GAINESVILLE	COLLECTION	1	
		HIGH_BILL	1	
		LEAK_ADJ	2	
		NO_WATER	3	
GAINESVILLE Total			7	
ARREDONDO ESTATES Total				7
ARREDONDO FARMS	GAINESVILLE	BILL_DISP	2	
		COLLECTION	1	
		COLOR	3	
		EST_BILL	1	
		FINAL_BILL	1	
		LEAK_ADJ	1	
		METER_PROB	2	
		MISAP_PYMT	2	
		NO_WATER	6	
		SERV_LEAK	3	
		SEWER	4	
GAINESVILLE Total			26	
ARREDONDO FARMS Total				26
BEECHERS POINT	WELAKA	NO_WATER	1	
		OTHER_WT_Q	1	
WELAKA Total			2	
BEECHERS POINT Total				2
BREEZE HILL	LAKE WALES	EST_BILL	1	
		NO_BILL	1	
LAKE WALES Total			2	
BREEZE HILL Total				2
CARLTON VILLAGE	LADY LAKE	HIGH_BILL	2	
		NO_BILL	1	
LADY LAKE Total			3	
CARLTON VILLAGE Total				3

System	CITY	CCS Reason	Total
CHULUOTA	CHULUOTA	BILL_DISP	1
		CLAIMS	1
		CURBBOX_M	1
		EST_BILL	1
		HIGH_BILL	4
		LEAK_ADJ	2
		MAIN_BRK	2
		METER_PROB	1
		NO_BILL	1
		OTHER_WT_Q	1
		SERV_LEAK	3
		SEWER	1
		TASTE_ODOR	11
		CHULUOTA Total	
LONGWOOD		SERV_LEAK	1
LONGWOOD Total			1
OVIEDO		CLAIMS	2
		HIGH_BILL	1
		METER_PROB	1
		MISAP_PYMT	1
		SEWER	1
		TASTE_ODOR	2
OVIEDO Total			8
CHULUOTA Total			39
EAST LAKE HARRIS ESTATES	ASTATULA	HIGH_BILL	1
		OTHER_WT_Q	1
		TASTE_ODOR	1
ASTATULA Total			3
EAST LAKE HARRIS ESTATES Total			3
FAIRWAYS @ MT. PLYMOUTH	SORRENTO	BILL_DISP	1
		HIGH_BILL	2
		LEAK_ADJ	2
		NO_WATER	6
		SERV_LEAK	2
		TASTE_ODOR	3
		ZERO_USE	2
		SORRENTO Total	
FAIRWAYS @ MT. PLYMOUTH Total			18
FERN TERRACE	LEESBURG	LEAK_ADJ	2
		METER_PROB	2
LEESBURG Total			4
FERN TERRACE Total			4
FRIENDLY CENTER	ASTATULA	HIGH_BILL	1
		ASTATULA Total	
FRIENDLY CENTER Total			1
GIBSONIA ESTATES	LAKELAND	BILL_DISP	3
		CURBBOX_M	1
		HIGH_BILL	2
		LEAK_ADJ	3
		SERV_LEAK	2
		LAKELAND Total	
GIBSONIA ESTATES Total			11
GRAND TERRACE	GRAND ISLAND	NO_WATER	2
		PRESSURE	6
		GRAND ISLAND Total	
GRAND TERRACE Total			8

System	CITY	CCS Reason	Total
HAINES CREEK	LEESBURG	BILL_DISP	1
		HIGH_BILL	1
	LEESBURG Total		2
HAINES CREEK Total			2
HARMONY HOMES	ALTAMONTE SPRINGS	BILL_DISP	1
	ALTAMONTE SPRINGS Total		1
HARMONY HOMES Total			1
HERMITS COVE	SATSUMA	BILL_DISP	1
		DUPL_BILL	2
		HIGH_BILL	1
		LEAK_ADJ	1
		ZIPCK_PROB	1
SATSUMA Total		6	
HERMITS COVE Total			6
HOBBY HILLS	LADY LAKE	LEAK_ADJ	2
		METER_PROB	1
	LADY LAKE Total		3
HOBBY HILLS Total			3
IMPERIAL	TAVARES	BILL_DISP	1
		HIGH_BILL	1
		NO_WATER	1
		PRESSURE	1
		RATES	1
TAVARES Total		5	
IMPERIAL Total			5
INTERLACHEN PARK	INTERLACHEN	BILL_DISP	2
		CLAIMS	1
		HIGH_BILL	1
		LEAK_ADJ	1
		NO_WATER	3
		OTHER_WT_Q	4
		PRESSURE	5
		SERV_LEAK	1
INTERLACHEN Total		18	
INTERLACHEN PARK Total			18
JASMINE LAKES	PORT RICHEY	BILL_DISP	3
		COLLECTION	1
		COLOR	10
		CURBBOX_M	3
		EST_BILL	1
		FINAL_BILL	1
		HIGH_BILL	6
		LEAK_ADJ	3
		LOST_PYMT	1
		MAIN_BRK	1
		METER_PROB	1
		MISAP_PYMT	1
		NO_BILL	2
		NO_WATER	7
		OTHER_WT_Q	1
		RATES	2
		SERV_LEAK	5
SEWER	5		
PORT RICHEY Total		54	
JASMINE LAKES Total			54

System	CITY	CCS Reason	Total
JUNGLE DEN	ASTOR	BILL_DISP	1
		LOST_PYMT	1
		NO BILL	1
		SEWER	1
		ASTOR Total	4
JUNGLE DEN Total		4	
KINGS COVE	FRUITLAND PARK	HIGH_BILL	1
	FRUITLAND PARK Total		1
KINGS COVE Total		1	
KINGSWOOD	MIMS	METER_PROB	1
		SERV_LEAK	1
		MIMS Total	2
KINGSWOOD Total		2	
LAKE GIBSON ESTATES	LAKELAND	BILL_CRCTN	2
		BILL_DISP	2
		COLLECTION	1
		CURBBOX_M	1
		DUPL_BILL	2
		HIGH_BILL	1
		LEAK_ADJ	2
		METER_EXCH	1
		METER_PROB	6
		MISAP_PYMT	1
		NO BILL	3
		NO WATER	5
		OTHER_WT_Q	1
		SUPV_CALLB	1
		ZERO_USE	1
LAKELAND Total	30		
LAKE GIBSON ESTATES Total		30	
LAKE JOSEPHINE	SEBRING	CURBBOX_M	1
		HIGH_BILL	3
		MAIN_BRK	1
		NO BILL	1
		NO WATER	2
		SERV_LEAK	5
		TASTE_ODOR	4
		SEBRING Total	17
LAKE JOSEPHINE Total		17	
LAKE OSBORNE EST	LAKE WORTH	BILL_DISP	2
		EST BILL	1
		HIGH_BILL	4
		LEAK_ADJ	4
		METER_PROB	1
		PRESSURE	1
		SERV_LEAK	2
LAKE WORTH Total	15		
LAKE OSBORNE EST Total		15	
LAKE SUZY	LAKE SUZY	BILL_CRCTN	1
		COLOR	1
		CURBBOX_M	3
		DUPL_BILL	1
		FINAL_BILL	1
		HIGH_BILL	7
		MISAP_PYMT	3
		NO WATER	1
		SERV_LEAK	1
		SEWER	3
LAKE SUZY Total	22		
LAKE SUZY Total		22	

System	CITY	CCS Reason	Total	
LEISURE LAKES	LAKE PLACID	BILL_DISP	4	
		HIGH_BILL	1	
		METER_PROB	1	
		NO_BILL	1	
		NO_WATER	1	
		RATES	1	
		SERV_LEAK	1	
		TASTE_ODOR	1	
LAKE PLACID Total			11	
LEISURE LAKES Total			11	
OAKWOOD	MIMS	DUPL_BILL	1	
		HIGH_BILL	1	
		LEAK_ADJ	1	
		NO_WATER	3	
		PRESSURE	1	
MIMS Total			7	
OAKWOOD Total			7	
OCALA OAKS	BELLEVIEW	BILL_DISP	1	
		COLLECTION	1	
		FINAL_BILL	1	
		HIGH_BILL	1	
		MISAP_PYMT	1	
		PRESSURE	6	
	BELLEVIEW Total			11
	OCALA	OCALA	BILL_DISP	6
			COLLECTION	1
			CURBBOX_M	1
			HIGH_BILL	5
			LEAK_ADJ	8
			METER_PROB	2
MISAP_PYMT			1	
NO_WATER			38	
OTHER_WT_Q			5	
PRESSURE	8			
SERV_LEAK	1			
OCALA Total			76	
SUMMERFIELD	SUMMERFIELD	HIGH_BILL	2	
		METER_PROB	1	
		SERV_LEAK	3	
SUMMERFIELD Total			6	
OCALA OAKS Total			93	
ORANGE HILL	WINTER HAVEN	HIGH_BILL	3	
		METER_PROB	1	
		SERV_LEAK	1	
WINTER HAVEN Total			5	
ORANGE HILL Total			5	
PALM PORT	EAST PALATKA	BILL_DISP	1	
		CURBBOX_M	1	
		METER_PROB	1	
		PRESSURE	1	
EAST PALATKA Total			4	
PALM PORT Total			4	

System	CITY	CCS Reason	Total
PALM TERRACE	PORT RICHEY	BILL_CRCTN	3
		BILL_DISP	6
		CLAIMS	1
		COLLECTION	1
		CURBBOX_M	2
		HIGH BILL	25
		LEAK_ADJ	6
		METER_PROB	2
		MISAP_PYMT	4
		NO BILL	3
		NO_WATER	6
		PRESSURE	1
		RATES	1
		SERV_LEAK	4
		SEWER	1
TASTE_ODOR	1		
PORT RICHEY Total			67
PALM TERRACE Total			67
PEACE RIVER	WAUCHULA	BILL_DISP	1
		FINAL BILL	1
		HIGH BILL	3
		LOST_PYMT	1
		NO BILL	1
		NO_WATER	8
		OTHER_WT_Q	1
		SERV_LEAK	1
WAUCHULA Total			17
PEACE RIVER Total			17
PINE VALLEY	HOMOSASSA	HIGH BILL	1
		LOST_PYMT	1
		METER_PROB	1
HOMOSASSA Total			3
PINE VALLEY Total			3
PINEY WOODS	FRUITLAND PARK	LEAK_ADJ	1
	FRUITLAND PARK Total		1
PINEY WOODS Total			1
POMONA PARK	POMONA PARK	CURBBOX_M	1
		HIGH BILL	2
		NO_WATER	1
		SERV_LEAK	4
POMONA PARK Total			8
POMONA PARK Total			8
QUAIL RIDGE	FRUITLAND PARK	NO BILL	1
	FRUITLAND PARK Total		1
QUAIL RIDGE Total			1
RAVENSWOOD	LEESBURG	BILL_DISP	1
		SERV_LEAK	4
		LEESBURG Total	
RAVENSWOOD Total			5
RIVER GROVE	EAST PALATKA	BILL_DISP	1
		HIGH BILL	1
		LEAK_ADJ	1
		NO_WATER	1
EAST PALATKA Total			4
RIVER GROVE Total			4
ROSALIE OAKS	LAKE WALES	METER_PROB	1
	LAKE WALES Total		1
ROSALIE OAKS Total			1

System	CITY	CCS Reason	Total	
SARATOGA HARBOUR	SATSUMA	COLLECTION	1	
		HIGH_BILL	1	
	SATSUMA Total		2	
SARATOGA HARBOUR Total			2	
SEBRING LAKES	SEBRING	BILL_DISP	1	
		TASTE_ODOR	7	
	SEBRING Total		8	
SEBRING LAKES Total			8	
SILVER LAKE ESTS	LEESBURG	BILL_CRCTN	1	
		BILL_DISP	1	
		CLAIMS	1	
		CURBBOX_M	2	
		DUPL_BILL	1	
		HIGH_BILL	9	
		LEAK_ADJ	8	
		MAIN_BRK	1	
		METER_PROB	5	
		NO_WATER	80	
		OTHER_WT_Q	21	
		PRESSURE	41	
		SERV_LEAK	6	
LEESBURG Total		177		
SILVER LAKE ESTS Total			177	
SILVER LAKE OAKS	PALATKA	COLLECTION	1	
		NO_BILL	1	
		NO_WATER	1	
		SEWER	1	
PALATKA Total		4		
SILVER LAKE OAKS Total			4	
SKYCREST	FRUITLAND PARK	BILL_CRCTN	1	
		COLLECTION	1	
	FRUITLAND PARK Total		2	
SKYCREST Total			2	
SUMMIT CHASE	TAVARES	DUPL_BILL	1	
		HIGH_BILL	1	
		NO_WATER	1	
		OTHER_WT_Q	6	
		PRESSURE	1	
		SERV_LEAK	1	
TAVARES Total		11		
SUMMIT CHASE Total			11	
SUNNY HILLS	CHIPLEY	COLOR	6	
		HIGH_BILL	1	
		NO_WATER	1	
		PRESSURE	1	
		SERV_LEAK	2	
	CHIPLEY Total		11	
	SUNNY HILLS	SUNNY HILLS	COLOR	1
			CURBBOX_M	1
			NO_BILL	1
			NO_WATER	1
SERV_LEAK			1	
SUNNY HILLS Total		5		
SUNNY HILLS Total			16	

System	CITY	CCS Reason	Total
TANGERINE	MOUNT DORA	BILL_DISP	1
		LEAK_ADJ	1
		MAIN_BRK	1
		NO_WATER	1
		RATES	1
	MOUNT DORA Total		5
	TANGERINE		DUPL_BILL
HIGH_BILL			1
SERV_LEAK			1
TANGERINE Total		3	
TANGERINE Total		8	
THE WOODS	WEBSTER	BILL_CRCTN	1
		COLLECTION	1
	WEBSTER Total		2
THE WOODS Total		2	
TOMOKA	ORMOND BEACH	HIGH_BILL	2
		LEAK_ADJ	2
		NO_WATER	17
		PRESSURE	8
		SERV_LEAK	1
ORMOND BEACH Total		30	
TOMOKA Total		30	
VALENCIA TERRACE	FRUITLAND PARK	COLOR	1
		NO_WATER	1
		SERV_LEAK	1
		ZIPCK_PROB	1
FRUITLAND PARK Total		4	
VALENCIA TERRACE Total		4	
VENETIAN VILLAGE	TAVARES	HIGH_BILL	2
		TAVARES Total	2
VENETIAN VILLAGE Total		2	
VILLAGE WATER	LAKELAND	BILL_DISP	1
		HIGH_BILL	2
		METER_PROB	4
		RATES	1
		LAKELAND Total	8
VILLAGE WATER Total		8	
WOOTEN	GEORGETOWN	COLLECTION	1
		LEAK_ADJ	1
	GEORGETOWN Total	2	
WOOTEN Total		2	
ZEPHYR SHORES	ZEPHYRHILLS	CURBBOX_M	1
		HIGH_BILL	3
		LEAK_ADJ	1
		METER_PROB	1
		NO_BILL	1
		SERV_LEAK	4
		SEWER	1
		TASTE_ODOR	1
ZEPHYRHILLS Total	13		
ZEPHYR SHORES Total		13	
Grand Total		844	

Aqua Utilities Florida Inc.

Docket No. 080121-WS

Florida Public Service Commission

Phase II Monitoring

Florida Scorecard – Operational Service Metrics

May 2010

DOCUMENT NUMBER-DATE

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Score Card -Customer Service - May		
	Target	Actual
Read Rate of Metered Accounts	99.00%	99.30%
% of cycles completed on scheduled date (+ or - 1 Day)	100.00%	100.00%
Overall Estimate Rate	0.80%	0.30%
Accounts Estimated>90 days	15%	0.12%
Percentage of Active Accounts Not Billed	0.06%	0.04%

Aqua Utilities Florida Inc.
Docket No. 080121-WS
Florida Public Service Commission
Phase II Monitoring

Call Center Monitoring Statistics
Historical Data
January 2007 - May 2010

DOCUMENT NUMBER-DATE

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Call Center Statistics	January-07	February-07	March-07	April-07	May-07	June-07	July-07	August-07	September-07	October-07	November-07	December-07	January-08
States	PA(SE), NC, VA, TX, FL	PA (all), NC, VA, TX, FL, NJ	PA (all), NC, VA, TX, FL, NJ	PA (all), NC, VA, TX, FL, NJ	PANC,VA,TX,FL,OH,NJ,IL,MO,IN*								
Customers (approx.)	704,150	704,150	704,150	801,196	801,196	801,196	837,583	837,583	837,583	849,027	849,027	849,027	849,027
Total Calls	83,268	70,355	83,059	86,804	99,347	105,624	112,732	124,801	91,560	107,387	97,687	80,436	99,038
Days Open	21	20	22	21	22	21	21	23	19	23	21	20	22
Average Calls/Day	3,965	3,518	3,775	4,134	4,516	5,030	5,368	5,426	4,819	4,669	4,652	4,022	4,502
Abandon Rate	15.5%	7.8%	5.4%	8.3%	14.5%	16.0%	15.7%	15.8%	7.6%	3.9%	5.2%	2.4%	3.4%
Calls Answered in < 90 seconds	52%	66%	73%	62%	40%	38%	41%	38%	63%	78%	71%	86%	81%
Average Speed to Answer	131 sec	82 sec	65 sec	92 sec	175 sec	181 sec	183 sec	192 sec	111 sec	58 sec	77 sec	37 sec	51 sec
Average Handle Time	3:44	4:11	4:06	4:14	4:35	4:38	4:38	4:49	4:38	4:30	4:23	4:14	4:01
Calls/Customer/Yr	1.6	1.2	1.3	1.3	1.4	1.6	1.6	1.6	1.4	1.4	1.4	1.2	1.3
Average #CSR/Day	42.6	49.0	52.2	53.4	54.2	55.2	59.7	62.1	66.2	67.6	67.2	64.8	62.8
Calls Answered	70,361	64,867	78,574	79,599	84,942	88,724	95,033	105,082	84,601	103,199	92,607	78,506	95,671

Call Center Statistics	February-08	March-08	April-08	May-08	June-08	July-08	August-08	September-08	October-08	November-08	December-08	January-09
States	PA,NC,VA,TX,FL,OH,NJ,IL,MO,IN*											
Customers (approx.)	849,027	849,027	849,027	849,027	849,027	849,027	849,027	849,027	849,027	849,027	849,027	851,308
Total Calls	87,519	88,651	92,067	88,257	88,535	90,062	84,003	95,298	95,839	78,517	84,082	90,650
Days Open	21	21	22	21	21	22	21	21	23	19	22	21
Average Calls/Day	4,168	4,221	4,185	4,203	4,216	4,094	4,000	4,538	4,167	4,132	3,822	4,317
Abandon Rate	5.4%	9.1%	8.2%	13.6%	7.2%	4.3%	5.9%	9.2%	4.7%	3.2%	3.0%	3.6%
Calls Answered in < 90 seconds	72%	56%	57%	42%	63%	71%	64%	52%	75%	83%	84%	81%
Average Speed to Answer	77 sec	130 sec	120 sec	200 sec	112 sec	71 sec	93 sec	135 sec	57 sec	40 sec	31 sec	47 sec
Average Handle Time	4:05	4:35	4:54	5:03	5:06	4:55	5:03	5:07	4:55	4:46	4:36	4:38
Calls/Customer/Yr	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.3	1.2	1.2	1.1	1.3
Average #CSR/Day	56.3	55.4	58.5	58.3	62.3	61.6	61.0	64.9	66.2	68.0	68.2	65.4
Calls Answered	82,793	80,584	84,518	76,254	82,160	86,189	79,047	86,531	91,335	76,004	81,560	87,387

Call Center Statistics	February-09	March-09	April-09	May-09	June-09	July-09	August-09	September-09	October-09	November-09	December-09
States	PA,NC,VA,TK,FL,OH,NJ ,IL,MO,IN*										
Customers (approx.)	851,308	851,308	851,308	855,552	855,552	858,041	858,041	858,041	858,041	858,041	858,041
Total Calls	76,495	81,283	82,769	81,223	92,569	93,052	89,990	90,922	89,915	81,148	82,417
Days Open	20	22	22	20	22	22	21	21	22	19	22
Average Calls/Day	3,825	3,695	3,762	4,061	4,208	4,230	4,285	4,330	4,087	4,271	3,746
Abandon Rate	1.3%	1.2%	1.8%	3.4%	4.8%	4.3%	2.5%	4.3%	3.5%	4.8%	3.1%
Calls Answered in < 90 seconds	94%	95%	93%	84%	79%	80%	89%	79%	85%	81%	86%
Average Speed to Answer	16 sec	13 sec	19 sec	37 sec	55 sec	47 sec	27 sec	46 sec	36 sec	51 sec	33 sec
Average Handle Time	4:31	4:32	4:24	4:40	4:41	4:43	4:45	4:50	4:46	4:43	4:34
Calls/Customer/Yr	1.1	1.1	1.1	1.2	1.2	1.2	1.2	1.3	1.2	1.2	1.1
Average #CSR/Day	67.5	68.5	65.8	64.8	65.3	65.3	66.2	64.3	64.0	64.9	64.2
Calls Answered	75,501	80,308	81,279	78,461	88,126	89,051	87,740	87,012	86,768	77,253	79,862

Call Center Statistics	January-10	February-10	March-10	April-10	EXPLANATION OF STATISTICS
States	PA,NC,VA,TX,FL,OH,NJ .IL,MO,IN*	PA,NC,VA,TX,FL,OH,NJ .IL,MO,IN*	PA,NC,VA,TX,FL,OH,NJ .IL,MO,IN*	PA,NC,VA,TX,FL,OH,NJ .IL,MO,IN*	Refers to states where Aqua customers are serviced by call
Customers (approx.)	858,041	858,041	858,041	858,041	Refers to the approximate number of customers being serviced by the call centers
Total Calls	87,997	72,572	83,798	81,769	The number of total calls that were received through the toll-free number that went into a service queue (does not include customers who used self-serve options)
Days Open	20	20	23	22	Days in month that call centers were open for business
Average Calls/Day	4,400	3,629	3,643	3,717	Calculated by dividing Total Calls by Days Open
Abandon Rate	4.9%	2.8%	2.1%	1.4%	Percentage of Total Calls where customers disconnected (abandoned) prior to a CSR answering.
Calls Answered in < 90 seconds	78%	88%	91%	95%	Percentage of calls where a CSR answered in 90 seconds or less
Average Speed to Answer	53 sec	30 sec	22 sec	14 sec	The average time in seconds that a customer waited before their call was answered by a CSR.
Average Handle Time	4:44	4:32	4:37	4:26	The average for all answered calls of total talk time plus total hold time plus any time for after call work completed by the CSR
Calls/Customer/Yr	1.3	1.1	1.1	1.1	The average number of CSRs who logged in each day during the stated month
Average #CSR/Day	63.7	62.7	65.6	66.7	Total Calls less abandoned calls
Calls Answered	83,685	70,540	82,038	80,624	

Aqua Utilities Florida Inc.

Docket No. 080121-WS

Florida Public Service Commission

Phase II Monitoring

Call Center Monitoring Statistics

May 2010

DOCUMENT NUMBER-DATE

05716 JUL 12 9

FPSC-COMMISSION CLERK

Call Center Statistics	March-10	April-10	May-10	EXPLANATION OF STATISTICS
States	PA,NC,VA,TX,FL,OH,NJ, IL,MO,IN*,NY*	PA,NC,VA,TX,FL,OH,NJ, IL,MO,IN*,NY*	PA,NC,VA,TX,FL,OH,NJ, IL,MO,IN*,NY*	Refers to states where Aqua customers are serviced by call centers
Customers (approx.)	858,041	858,041	882,041	Refers to the approximate number of customers being serviced by the call centers
Total Calls	83,798	82,069	76,066	The number of total calls that were received through the toll-free number that went into a service queue (does not include customers who used self-serve options)
Days Open	23	22	20	Days in month that call centers were open for business
Average Calls/Day	3,643	3,730	3,803	Calculated by dividing Total Calls by Days Open
Abandon Rate	2.1%	1.4%	1.4%	Percentage of Total Calls where customers disconnected (abandoned) prior to a CSR answering.
Calls Answered in < 90 seconds	91%	95%	95%	Percentage of calls where a CSR answered in 90 seconds or less
Average Speed to Answer	22 sec	14 sec	15 sec	The average time in seconds that a customer waited before their call was answered by a CSR.
Average Handle Time	4:37	4:26	4:31	The average for all answered calls of total talk time plus total hold time plus any time for after call work completed by the CSR
Average #CSR/Day	65.6	66.7	66.6	The average number of CSRs who logged in each day during the stated month
Calls Answered	82,038	80,920	75,001	Total Calls less abandoned calls

Aqua Utilities Florida Inc.

Docket No. 080121-WS

Florida Public Service Commission

Phase II Monitoring

Call Quality Report

May 2010

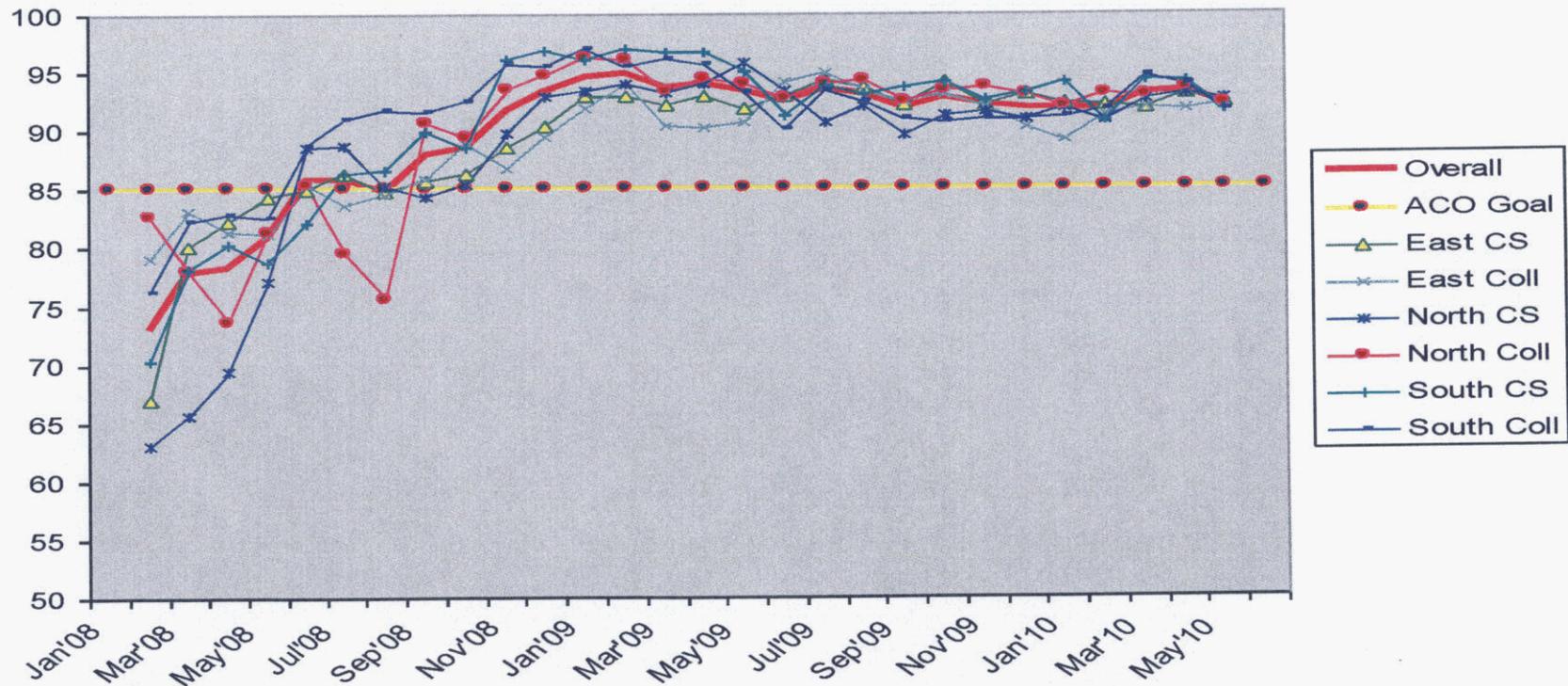
DOCUMENT NUMBER-DATE

05716 JUL 12 9

FPSC-COMMISSION CLERK

CSR Call Quality Scores

Good



AUF'S EFFORTS TO ENSURE QUALITY CONTROL AT CALL CENTERS

In addition to closely tracking call quality scores, AUF has implemented several other measures to ensure quality control at its call centers, which include:

- Forming a Complaint Analysis and Remediation Team ("CART"), which consists of all call center supervisors and their managers, and the Supervisor of Compliance. CART addresses all executive escalations and meets biweekly to review all accounts where additional coaching and training issues are identified for follow-up.
- *Implementing a Call Escalation Process.* The process was developed in April 2009 and has been reviewed with all supervisors and the Compliance Team. This escalation process has been communicated to all CSRs in each of AUF's three call centers.
- Developing a detailed Supervisor Audit. This involves the Training Team pulling all supervisor callbacks from AUF's three call centers. The callbacks are placed in a folder on AUF's internal network and are reviewed by all management in the call centers. The data is used for coaching and feedback to the CSRs to reduce the number of customer call backs.

Aqua Utilities Florida Inc.

Docket No. 080121-WS

Florida Public Service Commission

Phase II Monitoring

Estimated Read Report

May 2010

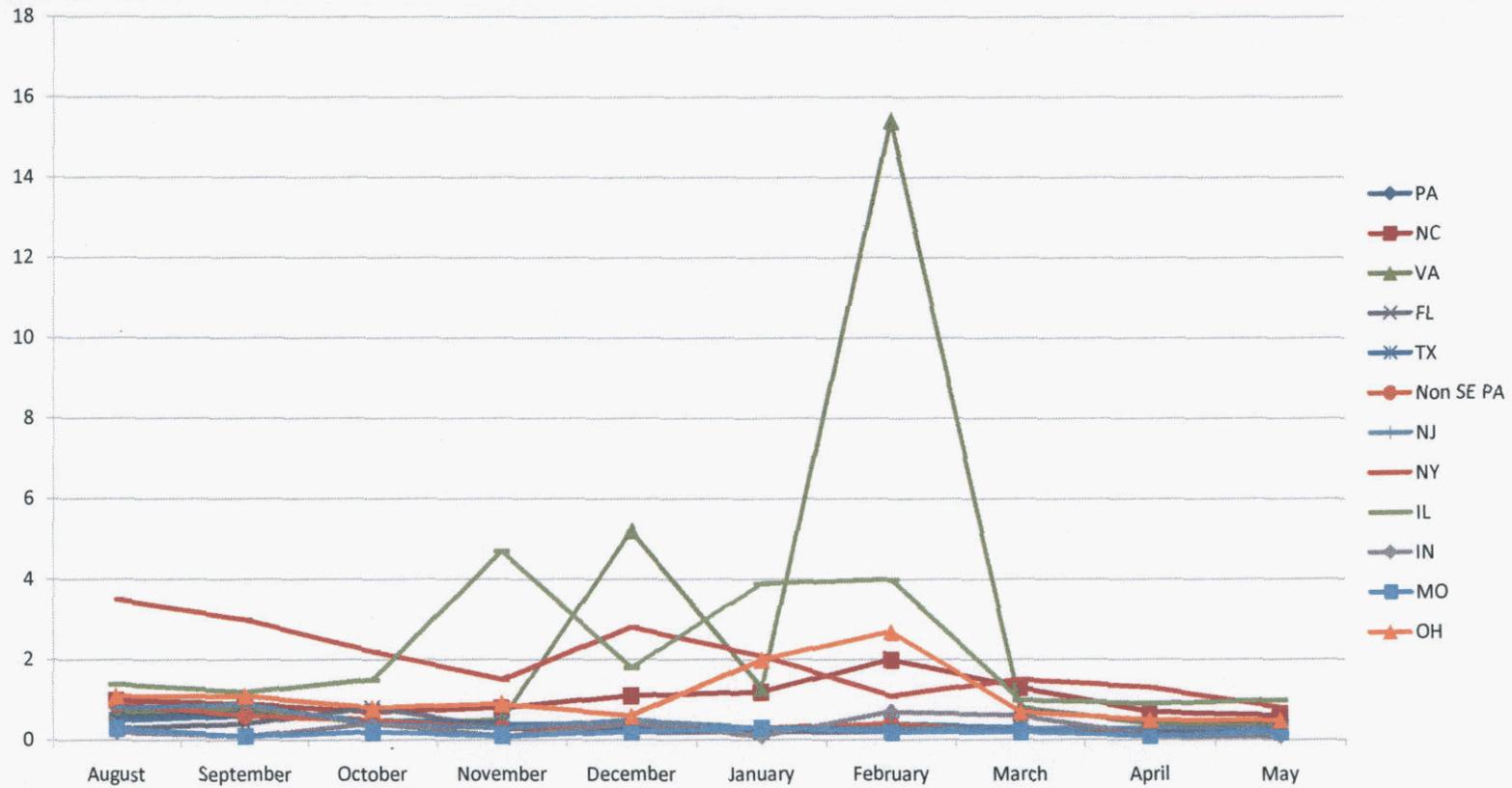
DOCUMENT NUMBER-DATE

05716 JUL 12 2010

FPSC-COMMISSION CLERK

ESTIMATION RATE BY STATE

Year	Month	PA	NC	VA	FL	TX	Non SE PA	NJ	NY	IL	IN	MO	OH
2009	August	0.6	1	0.7	0.3	0.5	0.9	0.8	3.5	1.4	0.2	0.3	1.1
2009	September	0.7	0.9	0.8	0.4	0.6	0.6	0.9	3	1.2	0.1	0.1	1.1
2009	October	0.5	0.7	0.4	0.8	0.5	0.5	0.4	2.2	1.5	0.4	0.2	0.8
2009	November	0.4	0.8	0.5	0.3	0.4	0.3	0.3	1.5	4.7	0.1	0.1	0.9
2009	December	0.4	1.1	5.2	0.2	0.3	0.4	0.5	2.8	1.8	0.4	0.2	0.6
2010	January	0.3	1.2	1.3	0.2	0.3	0.3	0.3	2.1	3.9	0.1	0.3	2
2010	February	0.4	2	15.4	0.2	0.4	0.4	0.3	1.1	4	0.7	0.2	2.7
2010	March	0.3	1.3	0.8	0.3	0.3	0.2	0.3	1.5	1	0.6	0.2	0.7
2010	April	0.3	0.7	0.4	0.2	0.3	0.3	0.3	1.3	0.9	0.1	0.1	0.5
2010	May	0.3	0.6	0.4	0.3	0.3	0.3	0.3	0.8	1	0.1	0.2	0.5



Aqua Utilities Florida Inc.
Docket No. 080121-WS
Florida Public Service Commission
Phase II Monitoring

Aged Service Orders Reports
May 2010

DOCUMENT NUMBER-DATE
05716 JUL 12 2010
FPSC-COMMISSION CLERK

Aqua America Aged Service Orders*
FL - Florida
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

Service Order Type	Service Order Description	01-01	01-02	01-03	01-04	01-05	01-06	01-07	01-08	01-09	01-10	01-11	01-12
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	2	0	0	0	0	0	0	0	0	0	0	2
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	1	0	0	0	0	0	0	0	0	0	0	1
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	1	0	0	0	0	0	0	0	0	0	0	1
RMTR	READ METER SERVICES	0	1	0	0	0	0	0	0	0	0	0	1
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0
Totals		4	1	0	5								

*Designated Types

Aqua America Aged Service Orders*
84 - Leesburg
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

Service	Description	0	1	2	3	4	5	6	7	8	9	10	11	12
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	1	0	0	0	0	0	0	0	0	0	0	1
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	1	0	1									

*Designated Types

Aqua America Aged Service Orders*
85 - Lake Suzy
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

Order Type	Service Order Description	17												
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
86 - Putnam
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

Service Order Type	Service Order Description													
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
87 - Lake Gibson
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

Order Type	Description	01	02	03	04	05	06	07	08	09	10	11	12	TOTAL
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	1	0	0	0	0	0	0	0	0	0	0	0	1
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		1	0	1										

*Designated Types

Aqua America Aged Service Orders*
88 - Monica Pkwy/Sarasota
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

Order Type	Service Order Description	01/07	01/08	01/09	01/10	01/11	01/12	01/13	01/14	01/15	01/16	01/17	01/18	01/19	01/20
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0													

*Designated Types

Aqua America Aged Service Orders*
89 - Seminole/FL Comm
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

Service Order Description	01-01	01-01	01-01	01-01	01-01	01-01	01-01	01-01	01-01	01-01	01-01	01-01	01-01	01-01
BENN BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC HIGH CONSUMPTION	2	0	0	0	0	0	0	0	0	0	0	0	0	2
LABC LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT LAB - TASTE & ODOR	1	0	0	0	0	0	0	0	0	0	0	0	0	1
MSMT MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals	3	0	3											

*Designated Types

Aqua America Aged Service Orders*
90 - Ocala
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0											

*Designated Types

Aqua America Aged Service Orders*
91 - Palm Beach
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

Order Type	Service Order Description	01/01	02/01	03/01	04/01	05/01	06/01	07/01	08/01	09/01	10/01	11/01	12/01	Totals
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
92 - South Seas
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

Order Type	Description	01-01-10	02-01-10	03-01-10	04-01-10	05-01-10	06-01-10	07-01-10	08-01-10	09-01-10	10-01-10	11-01-10	12-01-10	TOTAL
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
93 - Sunny Hills/Washington
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

Service Order #	Description	17	18	19	20	21	22	23	24	25	26	27	TOTAL
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0											

*Designated Types

Aqua America Aged Service Orders*
94 - Palm Terrace
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

Service Order Description														
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
95 - Sebring
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

	Service Order Description	17	18	19	20	21	22	23	24	25	26	27	28	29	30
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0													

*Designated Types

Aqua America Aged Service Orders*
F1 - Fountain Lakes
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

Order Type	Description													
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
NO - No Orders
Status: O - Needs to be Worked in the Field
Run Date: 5/7/2010

Service Order Type	Service Order Description													
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
84 - Leesburg
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	1	0	0	0	0	0	0	0	0	0	0	0	1
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		1	0	1										

*Designated Types

Aqua America Aged Service Orders*
85 - Lake Suzy
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
86 - Putnam
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

						00-00	01-00	01-22	02-00	03-00			
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0											

*Designated Types

Aqua America Aged Service Orders*

Status: O - Needs to be Worked in the Field

Run Date: 5/14/2010

		17	18	19	20	21	22	23	24	25	26	27	28	29	30	Totals
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		1	0	2												

*Designated Types

Aqua America Aged Service Orders*
88 - Monica Pkwy/Sarasota
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
89 - Seminole/FL Comm
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

Code	Description	01	02	03	04	05	06	07	08	09	10	11	12	Totals
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
90 - Ocala
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

Code	Description	01	02	03	04	05	06	07	08	09	10	11	12	Totals
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
91 - Palm Beach
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

Order Type	Service Order Description	05/01/09	05/02/09	05/03/09	05/04/09	05/05/09	05/06/09	05/07/09	05/08/09	05/09/09	05/10/09	05/11/09	05/12/09	05/13/09	05/14/09
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0													

*Designated Types

Aqua America Aged Service Orders*
92 - South Seas
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

Order Type	Description	01	02	03	04	05	06	07	08	09	10	11	12	Totals
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
93 - Sunny Hills/Washington
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
94 - Palm Terrace
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

Order Type	Service Order Description	05/14/2010	05/14/2010	05/14/2010	05/14/2010	05/14/2010	05/14/2010	05/14/2010	05/14/2010	05/14/2010	05/14/2010	05/14/2010	05/14/2010
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0											

*Designated Types

Aqua America Aged Service Orders*
95 - Sebring
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

	Service Order Description	0	1	2	3	4	5	6	7	8	9	0	1	2
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
F1 - FOUNTAIN LAKES
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
NO - No Orders
Status: O - Needs to be Worked in the Field
Run Date: 5/14/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
FL - All Florida
Status: O - Needs to be Worked in the Field
Run Date: 5/21/2010

Order Type	Description	12/09	01/10	02/10	03/10	04/10	05/10	06/10	07/10	08/10	09/10	10/10	11/10	TOTAL
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	10	0	0	0	0	0	0	0	0	0	0	0	10
RMTR	READ METER SERVICES	1	0	0	0	0	0	0	0	0	0	0	0	1
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	2	0	0	0	0	0	0	0	0	0	0	0	2
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		13	0	13										

*Designated Types

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

Aqua America Aged Service Orders*
84 - Leesburg
Status: O - Needs to be Worked in the Field
Run Date: 5/21/2010

		2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	3	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	3
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0
Totals		3	0	3									

*Designated Types

Aqua America Aged Service Orders*
85 - Lake Suzy
Status: O - Needs to be Worked in the Field
Run Date: 5/21/2010

	Description													
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAJN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	1	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		1	0	1										

*Designated Types

Aqua America Aged Service Orders*
86 - Putnam
Status: O - Needs to be Worked in the Field
Run Date: 5/21/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
87 - Lake Gibson
Status: O - Needs to be Worked in the Field
Run Date: 5/21/2010

CODE	DESCRIPTION	01	02	03	04	05	06	07	08	09	10	11	12	TOTAL
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
88 - Monica Pkwy/Sarasota
Status: O - Needs to be Worked in the Field
Run Date: 5/21/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
89 - Seminole/FL Comm
Status: O - Needs to be Worked in the Field
Run Date: 5/21/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	5	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	5
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		5	0	5										

*Designated Types

Aqua America Aged Service Orders*
90 - Ocala
Status: O - Needs to be Worked in the Field
Run Date: 5/21/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	1	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	1
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		1	0	1										

*Designated Types

Aqua America Aged Service Orders*
91 - Palm Beach
Status: O - Needs to be Worked in the Field
Run Date: 5/21/2010

Service Order Type	Service Order Description			1-31	2/28	2/29	3/31	4/30	5/31	6/30	7/31	8/31	9/30	10/31	11/30	12/31
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0														

*Designated Types

Aqua America Aged Service Orders*
92 - South Seas
Status: O - Needs to be Worked in the Field
Run Date: 5/21/2010

	Description						61-90	91-120	121-200	201-300	301-400	401-500	501-600	601-700	701-800	801-900	901-1000	
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0																

*Designated Types

Aqua America Aged Service Orders*
93 - Sunny Hills/Washington
Status: O - Needs to be Worked in the Field
Run Date: 5/21/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
95 - Sebring
Status: O - Needs to be Worked in the Field
Run Date: 5/21/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	1	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	1	0	0	0	0	0	0	0	0	0	0	0	1
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	1
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	1	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	1
Totals		3	0	3										

*Designated Types

Aqua America Aged Service Orders*
F1 - FOUNTAIN LAKES
Status: O - Needs to be Worked in the Field
Run Date: 5/21/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0	0	0	0	0	0	0	0	0	0	0	0	0

*Designated Types

Aqua America Aged Service Orders*
NO - No Orders
Status: 0 - Needs to be Worked in the Field
Run Date: 5/21/2010

Order Type	Description	0	1	2	3	4	5	6	7	8	9	10	11	12
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
FL - All Florida
Status: 0 - Needs to be Worked in the Field
Run Date: 5/28/2010

		1/1-1/31	2/1-2/28	3/1-3/31	4/1-4/30	5/1-5/31	6/1-6/30	7/1-7/31	8/1-8/31	9/1-9/30	10/1-10/31	11/1-11/30	12/1-12/31	TOTAL
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	2	0	0	0	0	0	0	0	0	0	0	0	2
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	2	0	0	0	0	0	0	0	0	0	0	0	2
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	2	0	0	0	0	0	0	0	0	0	0	0	2
REPR	REPAIR/INVESTIGATION	1	0	0	0	0	0	0	0	0	0	0	0	1
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	1	0	0	0	0	0	0	0	0	0	0	0	1
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		8	0	0	0	8								

*Designated Types

DOCUMENT NUMBER - DATE
05716 JUL 12 0
 FPSC-COMMISSION CLERK

Aqua America Aged Service Orders*
84 - Leesburg
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0													

*Designated Types

Aqua America Aged Service Orders*
85 - Lake Suzy
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

			5/21	5/22	5/23	5/24	5/25	5/26	5/27	5/28	5/29	5/30	5/31	
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	2	0	0	0	0	0	0	0	0	0	0	0	2
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	1	0	0	0	0	0	0	0	0	0	0	0	1
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		3	0	3										

*Designated Types

Aqua America Aged Service Orders*
86 - Putnam
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
88 - Monica Pkwy/Sarasota
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
89 - Seminole/FL Comm
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0													

*Designated Types

Aqua America Aged Service Orders*
90 - Ocala
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
91 - Palm Beach
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	1	0	0	0	0	0	0	0	0	0	0	0	1
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		1	0	1										

*Designated Types

Aqua America Aged Service Orders*
92 - South Seas
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	1	0	0	0	0	0	0	0	0	0	0	0	1
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		1	0	1										

*Designated Types

Aqua America Aged Service Orders*
93 - Sunny Hills/Washington
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

Order	Description	01	02	03	04	05	06	07	08	09	10	11	12	TOTAL
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
94 - Palm Terrace
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
95 - Sebring
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

Order Type	Description	01	02	03	04	05	06	07	08	09	10	11	12
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	2	0	0	0	0	0	0	0	0	0	0	2
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0
Totals		2	0	2									

*Designated Types

Aqua America Aged Service Orders*
F1 - FOUNTAIN LAKES
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

Aqua America Aged Service Orders*
NO - No Orders
Status: O - Needs to be Worked in the Field
Run Date: 5/28/2010

Code	Description	0000	0001	0002	0003	0004	0005	0006	0007	0008	0009	0010	0011	0012
BENN	BENCH TEST	0	0	0	0	0	0	0	0	0	0	0	0	0
CURB	CURB BOX MAINTENANCE - MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
HIC	HIGH CONSUMPTION	0	0	0	0	0	0	0	0	0	0	0	0	0
LABC	LAB - CHEMICAL CONTENT	0	0	0	0	0	0	0	0	0	0	0	0	0
LABD	LAB - DISCOLORED WATER	0	0	0	0	0	0	0	0	0	0	0	0	0
LABT	LAB - TASTE & ODOR	0	0	0	0	0	0	0	0	0	0	0	0	0
MSMT	MISCELLANEOUS MAINTENANCE	0	0	0	0	0	0	0	0	0	0	0	0	0
PRES	PRESSURE - DISTRIBUTION	0	0	0	0	0	0	0	0	0	0	0	0	0
REPR	REPAIR/INVESTIGATION	0	0	0	0	0	0	0	0	0	0	0	0	0
RMTR	READ METER SERVICES	0	0	0	0	0	0	0	0	0	0	0	0	0
RPST	REPAIR STREET	0	0	0	0	0	0	0	0	0	0	0	0	0
RRMT	RE-READ METER	0	0	0	0	0	0	0	0	0	0	0	0	0
SLM	SEWER LATERAL MAIN	0	0	0	0	0	0	0	0	0	0	0	0	0
SVLK	SERVICE LEAK	0	0	0	0	0	0	0	0	0	0	0	0	0
TOFF	TURN WATER OFF	0	0	0	0	0	0	0	0	0	0	0	0	0
TONN	TURN WATER ON	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals		0												

*Designated Types

QUARTERLY ENVIRONMENTAL UPDATE - JULY 2010

Chuluota WTP – Aqua has been working very closely with the FDEP to resolve issues stemming from TOCs and hydrogen sulfides, both of which are indigenous in the local water table. In 2009 we piloted two treatment systems and ultimately we selected an ion exchange system manufactured by Tonka Water Systems. To expedite the construction and meet the consent order timelines, Aqua divided the work into two phases. As part of Phase 1, Aqua modified the pipe configuration, installed new pumps, and placed into service a 50,000 gallon ground storage tank. The project was designed to add chlorine into the smaller storage tank, reducing the time it has to react with the organics in the water, before ammonia is added thereby reducing the formation of TTHMs in the distribution system. Phase 1 was placed in service at the end of February 2010. Phase 2 consisted of the installation of the ion exchange treatment units and the raw water pipeline from plant 1 to plant 2. Construction began in March 2010. In accordance with the consent order, construction was completed with FDEP clearance received June 24, 2010 and we anticipate placing the system into operation by the end of July. Aqua is on track to meet the compliance deadlines in the consent order.

Tomoka View Estates WTP – Aqua signed a consent order for this system on December 18, 2009. Aqua completed construction of the chloramination system which was placed in service in mid December, 2009. The results from samples taken from December 2009 to June 2010 were all well below 80 and the RAA for the 2nd quarter of 2010 was 40.7 ug/L, which is below the relevant MCL RAA of 80 ug/L. We are awaiting a letter from the FDOH stating we can return to annual monitoring for TTHMs. Aqua also identified the need to implement a flushing program for the distribution system. In 2009 engineering and operations evaluated the distribution system and determined that valves were needed in key locations so the system could be directionally flushed. A contractor was hired to install these valves, flushing hydrants and upsize the lines to existing flushing hydrants to increase flows. A comprehensive flushing plan was prepared with instructions for operating valves to assure the entire system would be directionally flushed. The company has a dedicated compliance officer that has met with the operators of Tomoka View Estates and provided a training session to implement the program. Aqua has fulfilled the compliance deadlines in the consent order.

Village Water WWTF – Aqua is completing the requested study on increasing effluent disposal capacity. Thus far it has identified four options. First, Aqua has approached the City of Lakeland to discuss an interconnection into its collection system. Initially, the City preliminarily advised that it does not have the capacity in either its collection system or plant to handle Aqua's flows. Second, Aqua is investigating the purchase or lease of a spray field on adjacent property. Third, Aqua investigated a spray field on adjacent Osceola Parkway to irrigate that right-of-way. This does not appear to be a workable option with the Parkway Authority. Fourth, Aqua investigated the conversion of the WWTP to public access reuse treatment facility, and had preliminary discussions with an organic farmer who was interested in using the flows to irrigate his crops. This option did not work out to be practical due to the size of the facility and the needs of the farmer. Aqua is on track to develop a long-term disposal option by May 2011 as required in the Consent Order. Meanwhile, Aqua has installed monitoring wells around the percolation ponds

and is monitoring in accordance with Consent Order. To date, that monitoring has revealed no adverse impacts.

Jasmine Lakes WWTF – A warning letter was issued by the FDEP asserting that the percolation ponds in this system needed to comply with new FDEP rules. Aqua had discussions with the FDEP and Office of General Counsel (OGC) regarding whether the ponds are to be grandfathered and thus subject to regulations existing at the time the ponds were placed into service. The OGC instructed Aqua to resubmit the permit application with the grandfather language included. Aqua submitted the permit application and anticipates that this issue will be resolved upon receipt of the permit modification from FDEP.

Palm Terrace WWTF – A warning letter was issued by the FDEP asserting that the percolation ponds in this system needed to comply with new FDEP rules. Since then, however, DEP issued a 5 year permit renewal for operating the WWTP, which includes language indicating that this system would be grandfathered thus remedying the issue identified in the warning letter. As part of the permit conditions, Aqua installed a cross-over pipe between ponds 1 & 2. The two percolation ponds and the spray field are permitted and designed to take the permitted flows from this facility.

Sunny Hills WTP – A warning letter was issued by the FDEP regarding tank inspection and storage capacity. Aqua retained the services of Hatch Mott McDonald Consulting Engineers to inspect the tanks for compliance and evaluate the current ground storage capacity. Hatch Mott is also preparing a design and permit package to interconnect Well 1 and Well 4 with the storage tank so in the event either well is out of service the storage tank will remain in service thus continuing to improve reliability to the customer. Hatch Mott has conducted a pilot sequestering study to determine whether the addition of a sequestering agent to the treatment process will reduce customer complaints of iron in their water. The study proved that levels of iron in the water can be sequestered so Hatch Mott prepared a design and permit package for FDEP's approval. Aqua received clearance from FDEP on June 21, 2010.

Peace River Heights WTP – Aqua met with FDEP staff on November 9, 2009 to discuss the warning letter regarding an alleged gross alpha exceedance. Since that meeting, Aqua has sent split samples to several independent laboratories and had Wisconsin State Laboratory for Hygiene conduct a very thorough analysis of samples from this system. Aqua's testing conducted by independent laboratories demonstrates that there are no exceedances at the WTP. Aqua has been working with Water Remediation Technology (WRT) to evaluate possible cost effective treatment options. Aqua signed a consent order from FDEP on June 24, 2010. Aqua will conduct radiological sampling by monthly for 24 months. In addition to the consent order, Aqua is running a small scale WRT pilot unit to evaluate future treatment should the need arise.

South Seas WWTF – Aqua received a warning letter on February 25, 2010 regarding a leak at the facility's reject storage tanks, which Aqua had previously reported to the FDEP. Prior to detecting the leak, Aqua had already contacted contractors to evaluate the reject storage tank. When the contractor visited the site to evaluate tanks, the facility had a reject event and filled the

tanks. One of the tanks had a failure which resulted in a spill. Aqua immediately began pumping the reject water from this tank as well as the effluent from the facility and hauling it to the City of Sanibel. Aqua had a contractor make a repair to the tank and has initiated plans to replace the tanks.

Other: As of this report, Aqua has no Notices Of Violations (NOVs) from the FDEP or FDOH. Aqua has no outstanding compliance issues with any of the water management districts.