



Aqua Utilities Florida, Inc.  
2228 Capital Circle NE, Ste. 2A  
Tallahassee, FL 32308

RECEIVED-FPSC

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COMMISSION  
CLERK

December 1, 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

*In Re: Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Hardee, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc., Docket No. 100330-WS*

Dear Ms. Cole:

Enclosed for filing on behalf of Aqua Utilities Florida, Inc.'s ("AUF") are the original and five (5) copies of AUF's response to the following customer meetings in the above referenced docket:

- 1) Sebring held on October 27, 2010,
- 2) Lakeland held on October 28, 2010,
- 3) Eustis held on October 29, 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,

Troy Rendell  
Rates Manager

COM \_\_\_\_\_  
 APA   I    
 ECR   I   Enclosure  
 GCL   I    
 RAD \_\_\_\_\_  
 SSC \_\_\_\_\_  
 ADM \_\_\_\_\_  
 OPC \_\_\_\_\_  
 CLK \_\_\_\_\_

cc: Bruce May, Holland & Knight  
Charles Beck, Esq.  
Kimberly A. Joyce, Esq.

DOCUMENT NUMBER-DATE  
09682 DEC-1 2010  
FPSC-COMMISSION CLERK

Aqua Utilities Florida, Inc.

Docket No. 100330-WS

Sebring Customer Meeting Response

Overview: The Sebring customer meeting was held on October 27, 2010, in Sebring, Florida. This meeting primarily covered both the Highlands and Hardee County systems.

Approximately 21 customers provided comments to the Commission staff during the meeting.

The majority of the customers provided comments on the level of rates.

The Highlands county systems, Lake Josephine, Sebring Lakes, and Leisure Lakes systems are part of AUF's secondary aesthetics water project. AUF and OPC have met with the customers of these systems to discuss the efforts being made to address the aesthetic water concerns. AUF has explained that these issues revolve around the level of sulfur in the water supply. AUF has proposed and is actively pursuing the installation of an AdEdge filtering system to remove the sulfur content. These treatment systems are included in the rate case as pro forma plant additions.

Jonathan Patton – 122 Leona Dr., Sebring

Mr. Patton provided comments concerning consumption fluctuations. The customer believed that the customer service was unhelpful. PSC staff has requested that AUF provide records of customer contact.

Response:

Mr. Patton's usage was high during the months of:

- July 2009 - 10,200 gallons
- August 2009 - 15,300 gallons
- September 2009 - 10,900 gallons

However, his usage went back down in the months of:

- October 2009 - 5,700 gallons
- November 2009 - 5,400 gallons

The customer's wife, Nancy, called in August 2009 in regards to high bill and was advised to check the property for leaks.

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

The wife, Nancy, called back on October 14, 2009 in regards to her past due balance and to see if AUF had received payment in the amount of \$100. She was advised that payment had not been received. She was also advised that a payment of \$100 was not sufficient to stop the shut off, since the past due balance was \$220.76 at that time.

Mr. Patton called on October 15, 2009 and asked if AUF had received the payment for \$100. He was advised that the payment had not been received, and again that \$100 was not enough to stop the shut off. He was further advised that he was not eligible for any further monthly payment arrangements. Aqua did offer to place a courtesy hold on the account to allow a couple more days for his payment to be received and for him to pay the difference. Mr. Patton then requested to speak to a supervisor, and in turn the call was transferred to the senior representative.

The senior representative spoke to Mr. Patton, who for the first time mentioned that he was not receiving his bills. He was then advised that AUF had no records showing that the bills had been returned back to the company. The senior representative advised him that \$220.76 needed to be paid by October 19th in order to guarantee service. Again he was informed that he was not eligible for any further arrangements because he had been offered two previous payment plans in July 2009 and September 2009 and had defaulted on both.

Mr. Patton called on again on October 18, 2009 and made a payment in the amount of \$120.76. In addition, his mailed payment of \$100, which was subsequently posted on October 20, 2009, thus satisfying the shut off amount. Mr. Patton stated he will continue to make payments on the account.

Concerning the late payment charges, in reviewing the timing of Mr. Patton's payment history, this customer is late on payments each month. This account has not been at a zero balance since the account was opened back in March 2009, which has resulted in late fees. Further, Shut Off for Non-Payment (SNOP) notices have been sent 6 out of the 20 months that Aqua has provided service to the customer.

#### Cefie Metayer – 802 Sally Place, Wauchula

Ms. Metayer provided comments concerning high water consumption and questioned her meter accuracy.

#### Response:

#### Summary of customer account – Cefie Metayer

Ms. Matayer apparently owns two houses in the Peace River system. Prior to Ms. Metayer moving into and receiving service at 802 Sally Place, this customer occupied and received service at 833 Chamberlain on the same

system. Below is a summary of Ms. Metayer's account while a customer at 833 Chamberlain Drive:

Customer took financial responsibility of the property at 833 Chamberlain on March 15, 2007. The first bill was estimated, and each bill thereafter was based on actual consumption.

- Customer did not make first payment until November 29, 2007.
- Termination notices were sent on:
  - 08/27/2007
  - 10/13/2007
  - 09/20/2008
  - 10/17/2008
  - 11/17/2008
- Customer's account was moved out for non payment on December 10, 2008.
- Turn off and block was issued on January 21, 2009 for this customer and water turned off
- Turn off and block was issued on March 20, 2009 for this customer and water turned off
- Customer's account was turned on and moved back into service on July 7, 2009
- Meter was exchanged in December 2008
- Customer received bill in July 2009 for the seven month period (December through June) due to the move out for non payment noted above and for the services used by customer without consent.
- Apparently, during the period that the water service was turned off by AUF, the customer had been turning back on her service without utility permission or knowledge.
- Further Call reviews:
  - a. 07/06/09
    - i. Customer claims to have never received bill.
    - ii. Discussed balance and history with customer
    - iii. Explained the seven month period of her account being inactive due to being turned off with consumption being used. Also explained that the past due amount was being pursued by Collections agency
  - b. 07/24/09
    - i. Discussed account balance with customer including the seven months of services used by customer without authorization or contract

- ii. Explained that \$450 was due on the account and needed to be paid immediately
  - c. 07/21/09
    - i. Customer wanted to know if bill was mailed out – Aqua confirmed it was
  - d. 8/12/09
    - i. Customer claims to not be receiving bills, but customer appears to have the bill in front of them during the call
    - ii. Customer does not understand why the \$1,000+ balance on the bill is so high. Sent \$400 payment, confirmed by representative
    - iii. CSR confirmed the address and the post office box is correct. Customer then claimed she had only received one bill in the last year
- Customer was moved out for non payment.
- Additional notes
- a. Florida Division contact:
    - i. Customer claims a “major leak on customer side”. Called left messages several times for customer. Customer never returned calls.

Ms. Metayer, through a family member, was discussing her large bill. The bill was apparently due to a large leak on the customer side. AUF assisted the customer in locating the leak with the customer and offered an adjustment if she got it repaired and could provide documentation.

This customer subsequently moved to another location (802 Sally Place) and the balance she owed on her account was applied to the new account at her new location. This occurred in January 2010 and she was advised of this balance transfer. Over \$5,000 was transferred from her previous account to the customer’s new address, also on Sally Place. The customer has since paid her bill in full and is current on her account.

PSC staff has inquired whether a field accuracy check had been performed on this customer’s meter? In so what were the results? If not please do so.

Response: As requested by the PSC staff, a water meter test was conducted on November 19, 2010.

Below are the results of the water meter test:

Low Flow: 98%  
Med Flow: 98%  
High Flow: 100%  
Average: 98.7%

The test kit used for the meter test was a Sensus Unit.

Marilia Cimeus – 752 Chamberlain Blvd., Wauchula

Ms. Cimeus provided comments on past bills and a shut off notice.

PSC Staff Request: Provide possible disconnect activity for non payment information.

Response: Ms. Cimeus had 2 shut off notices for non-payment in 2009 (January and November). In 2010, she has had 4 notices (January, March, May, and August 2010 - Attached).

Over the course of these notices, Ms. Cimeus' service was turned off once. In more than one case, Ms. Cimeus had sent her payments to various other addresses, other than the one that accompanies Aqua's bills. She has sent bills to Leesburg and Winter Haven. According to the notes, Aqua's CSRs have repeatedly provided the correct address over the phone to both Ms. Cimeus and her designated family member.

Peter Maceri -- 2304 Oak Beach Blvd, Sebring

Mr. Maceri provided comments concerning billing adjustments. Mr. Maceri also commented that since the meter was read during a leak incident, AUF should have notified him that he had an ongoing leak.

PSC Staff Request: Explain the Utility's procedure of notifying customers of problems on their side of the meter.

Response: On December 7, 2009, Mr. Maceri called and advised that when he returned home from vacation, he detected a leak on his side of the meter. Mr. Maceri was informed of AUF's leak adjustment policy, which is 50% of the bill for that event, provided that data is submitted showing the leak was repaired. (Examples of such documentation include a plumber's bill or an invoice showing that the customer bought parts to repair the leak.)

Mr. Maceri disputed AUF's leak adjustment policy and wanted a further adjustment.

On December 16, 2009, AUF visited the property to gather a meter read based on Mr. Maceri disputing the consumption. The customer told the AUF technician he had a leak; however, at this time there was no leak visible. Mr. Maceri continued to object the way AUF calculates leak adjustments.

Mr. Maceri's account was revisited in billing and with local senior management and Mr. Maceri received additional adjustments on his account for this leak, bringing the total of adjustments to \$2,158.21.

Bernestine McLeod -- P.O Box 174, Wauchula

Ms. McLeod provided comments concerning improper service cut off in early 2010, due to non-payment.

Response: Ms. McLeod was disconnected on January 5, 2010. AUF provided a letter notice that was mailed December 18, 2009 with a follow up phone call on December 28, 2009. Customer called January 5, 2010, made a payment, and was reconnected on the same day - January 5, 2010.

Tamra Mathy – 1934 Canary Way, Sebring

Ms. Mathey lives near the water plant and provided comments concerning chlorine levels in the water, possible sewer, and road damage due to construction traffic at the water treatment plant near to her residence.

Response: On several times, the technician has discussed the chlorine levels with the customer regarding and has tested the chlorine levels several times. Each time, the chlorine levels were within limits established by DEP. The customer stated that she had called the EPA and they came out.

This system has high sulfur content which requires both the use of chlorine and continued flushing to maintain the water quality and keep the sulfur bacteria in check. In the meantime, as part of AUF's secondary aesthetic water quality project, AUF has proposed pro-forma plant to install an AdEdge filtering system that will remove the sulfur. AUF is currently working on getting this filtering system designed and installed. This system should be operational in the first quarter of 2010, and will reduce the necessity to use elevated levels of chlorine and limit the amount of flushing.

Daryle Cook: 690 Chamberlain Blvd:

Mr. Cook discussed that AUF might have charged a connection fee in mistake.

Response: In review of the notes and the history of the account, there are no fees associated with connection since she has been with AUF.

Ms. Susan Yates: 722 Chamberlain Blvd

Ms. Yates provided comments concerning the level of rates and quality of water. She indicated that she had discussions with Ms. Laura King at the PSC

concerning payment plans and turning water service off. Ms. Yates indicated that AUF does not bill on a 30 day billing cycle, but bills on a 45 day billing cycle.

Response: In review of Ms. Yates' account, AUF notes that since February 2008, the customer's billing dates have ranged between 28 and 33 days. AUF's bill cycle goal/parameters are 26 – 35 days. Review of this customer's account shows that there have been many issues with payments, backed up sewer lines on the customer's side of the connection, and other billing payment issues. Further, during the PSC monitoring in 2009, AUF provided updates and responses to Ms. King in reference to specific issues on billing and consumption.

Adeline Hudson, 1204 David Ct; Peace River

Ms. Hudson provided comments concerning bills she had previously received from AUF. She disagreed with the rate increase and indicated that her water service was turned off.

Response: After review of Ms. Hudson's account, it was discovered that her account is turned off and "inactive" in the system. Ms. Hudson has been sent to collections for an outstanding sum of \$980. She has called in periodically to determine her balance and has been offered payment arrangements in the past.

On October 28, 2009, this customer called and stated that there was a leak in her home. She told the CSR that she tried to turn the water off herself, but the valve was broken. AUF had a contractor fix the broken valve on October 30, 2009.

The customer called Aqua on March 31, 2009 to see if payment arrangements could be made, the customer was advised that the account could not be placed on hold until the next day. On May 21, 2009, the customer called to see if the Shut Off for Non-Payment (SONP) could be extended. The customer was told she would need to pay \$63.91; however the customer never sent payment. The customer called again on November 6, 2009 to receive a payment arrangement. She was told that she would need to pay \$93.91, but never did. The customer was shut off in December 2009.

As indicated in the SONP history below, the customer repeatedly provided the service technician an excuse and was not shut off until the last time in December 2009.

- 1/09 – 3 Day notice left
- 2/09 – Door tag left, per tech customer states she mailed in payment.
- 3/09 – Per tech – the customer states she made payment arrangement, door tag left. This was not an accurate statement and the customer was not on any payment arrangements.
- 5/09 – Per tech - the customer stated she paid bill, left door tag.
- 6/09- Per tech – the customer stated she paid bill per money order, left door tag.



- 7/09 – SONP canceled due to a High Consumption complaint.
- 12/09 – Customer's account shut off for non payment.

Several attempts have been made to contact the customer by telephone with no success. In a further attempt to contact the customer, on November 29, 2010, a letter was sent to Ms. Hudson concerning her account. Aqua has indicated that in an effort to get her service restored, the utility would be willing to place the customer on a payment plan. This is conditioned on the customer receiving financial assistance from a community organization in making a payment on your behalf.

Further, concerning the leak at her residence, Aqua advised the customer to contact an outside plumber to repair. Upon providing documentation of any repairs, the customer may then be eligible for a leak adjustment to the account.

Commission Staff Requests:

1. Multiple customers from the Peace River system complained about a boil water notice which appears to be ongoing. Is there an ongoing boil water situation? Please explain the situation.

Response:

From January 2009 to November 15, 2010, there were a total of five (5) boil water notice events in the Peace River system:

August 2009: 1 day in duration due to a broken pipe at the plant being repaired

March 2010: 1 day in duration due to flushing being conducted

April 2010: 1 day in duration due to detection of Coliform Bacteria in the water exceeding FDEP standards. Retesting of the water took place and showed to be in compliance

May 2010: 1 day in duration due to water main line being repaired

August 2010: 1 day in duration due to well pump failure

- 2: Explain the processes as to how and why boil water notices are issued. Please provide a list of all boil water notices issued by the Utility, the water systems that were affected, the reason why they were issued, and the length of time before they were rescinded, during 2009 to the present.

Response: When a system experiences a drop in water pressure below 20 PSI due to a break or some other event, a Boil Water Notice will be issued. All Boil Water Notices are delivered and hung on the customer's door via door tag notice. The field Technician assigned to the system in which the notice will be issued is responsible for contacting the State customer service personnel and operations management and alerting them of the Outage or problem that requires a Boil Water Notice to be issued. The State customer service personnel will then post all relevant information including the cause of the Boil Water Notice to Aqua's internal intranet site. This site is used by customer representatives to relay important information to customers who call in.

All Boil Water Notices will remain in effect until a sample is taking and tested by an independent lab and found to be safe and satisfactory. Once the results are received and reviewed, field staff will hand deliver a rescind notice to all affected customers. The rescind notice will be hung on the customers door. In addition, Aqua has begun using a telephonic relay system called SwiftReach to contact affected customers in a more expeditious manner when boil water advisories are necessary.

See listing of Boil Water Notices provided in response to the New Port Richey customer meeting dated November 23, 2010.

Additional Information Concerning Aqua's billing procedures: Once a customer receives a bill, they have 21 days to make payment before being considered delinquent. Once the account is in arrears for a period of time, a customer will receive a shut off notice advising that the service will be turned off in 10 days. The PSC rules on shut off notices require a 5 work day notice; however AUF's policy is to allow additional time. Further, customers are called before any action is taken to let them know that their service may be turned off. We do offer payment plans to our customers. The company policy is to offer two payment plans per account.

Name :	Meritien Cimeus
Address:	752 Chamberlain Blvd Wauchula, Florida, 33873
Account No:	0009077040649957

CONSUMPTION HISTORY							BILLINGS										BALANCE		
Read Date	Previous Read	Current Read	Water Usage	Sewer Usage	A/E	Date	WATER		SEWER		Reconnect Fee	Utility Tax	Penalty	Total Billing	Adjustments	PYMTS			
							BFC	Use	BFC	Use									
11/16/2010																	\$93.81	\$0.00	
11/1/2010	23400	237500	3500	3500	A	11/4/2010	\$16.44	\$17.29	\$29.03	\$31.05				\$93.81			\$93.81	\$93.81	
10/21/2010																	\$88.28	\$0.00	
10/1/2010	230900	23400	3100	3100	A	10/5/2010	\$16.44	\$15.31	\$29.03	\$27.50				\$88.28			\$88.28	\$88.28	
9/21/2010																	\$96.20	\$0.00	
9/1/2010	227100	230900	3800	3800	A	9/3/2010	\$16.44	\$18.77	\$29.03	\$33.71				\$97.95			\$97.95	\$96.20	
8/31/2010																	\$127.00	-\$1.75	
8/16/2009																	\$127.59	\$125.25	
8/2/2010	221600	227100	5500	5500	A	8/4/2010	\$16.44	\$27.79	\$29.03	\$48.79				\$122.05			\$122.05	\$252.84	
7/27/2010																	\$200.00	\$130.79	
7/1/2010	215400	221600	6200	6200	A	7/6/2010	\$16.44	\$32.10	\$29.03	\$53.22				\$130.79			\$130.79	\$330.79	
6/25/2010																	\$254.05	\$200.00	
ADJ PYMT REV															\$200.00			\$454.05	
6/14/2010																	\$200.00	\$254.05	
6/1/2010	209600	215400	5800	5800	A	6/3/2010	\$16.44	\$29.64	\$29.03	\$51.45				\$126.56			\$126.56	\$454.05	
5/3/2010	204200	209600	5400	5400	A	5/5/2010	\$16.44	\$27.17	\$29.03	\$47.90				\$126.54			\$126.54	\$327.49	
4/1/2010	199700	204200	4500	4500	A	4/5/2010	\$16.44	\$22.23	\$29.03	\$39.92				\$107.62			\$107.62	\$206.95	
3/18/2010																		\$111.76	\$99.33
3/1/2010	195800	199700	3900	3900	A	3/3/2010	\$16.44	\$19.27	\$29.03	\$34.59				\$99.33			\$99.33	\$211.09	
2/26/2010																	\$130.00	\$111.76	
2/1/2010	191300	195800	4500	4500	A	2/3/2010	\$16.44	\$22.23	\$29.03	\$39.92				\$107.62			\$107.62	\$241.76	
1/29/2010																		\$117.00	\$134.14
1/4/2010	184400	191300	6900	6900	A	1/6/2010	\$16.44	\$36.42	\$29.03	\$53.22				\$135.11			\$135.11	\$251.14	
12/31/2009																		\$108.99	\$116.03
12/7/2009																		\$130.79	\$225.02
12/2/2009	179300	184400	5100	5100	A	12/14/2009	\$16.44	\$25.32	\$29.03	\$45.24				\$116.03			\$116.03	\$355.81	
11/2/2009	174700	179300	4600	4600	A	11/19/2009	\$16.44	\$22.72	\$29.03	\$40.80				\$108.99			\$108.99	\$239.78	
10/26/2009																		\$285.50	\$130.79
10/1/2009	168500	174700	6200	6200	A	10/26/2009	\$16.44	\$32.10	\$29.03	\$53.22				\$130.79			\$130.79	\$416.29	
9/1/2009	164200	168500	4300	4300	A	10/1/2009	\$16.44	\$21.24	\$29.03	\$38.14				\$104.85			\$104.85	\$285.50	
8/10/2009																		\$182.00	\$180.65
8/3/2009	156600	164200	7600	7600	A	8/7/2009	\$34.49	\$29.18	\$46.43	\$69.92				\$180.02			\$180.02	\$362.65	
7/1/2009	148800	156600	7800	7800	A	7/15/2009	\$34.49	\$29.95	\$46.43	\$71.76				\$182.63			\$182.63	\$182.63	
6/22/2009																		\$130.15	\$0.00
6/8/2009																		\$68.83	\$130.15
6/1/2009	141900	148800	6900	6900	A	6/8/2009	\$26.55	\$23.35	\$34.12	\$46.09				\$130.11			\$130.11	\$198.98	
5/7/2009																		\$71.83	\$68.87
5/1/2009	135800	141900	6100	6100	A	5/6/2009	\$15.55	\$16.78	\$17.08	\$19.46				\$68.87			\$68.87	\$140.70	
4/1/2009	129200	135800	6600	6600	A	4/10/2009	\$15.55	\$18.15	\$17.08	\$21.05				\$71.83			\$71.83	\$71.83	
3/13/2009																		\$42.71	\$0.00
3/2/2009	123700	129200	5500	5500	A	3/5/2009	\$15.55	\$15.13	\$17.08	\$17.55				\$65.31			\$65.31	\$42.71	
2/23/2009																		\$200.00	-\$22.60
2/2/2009	116700	123700	7000	7000	A	2/10/2009	\$15.55	\$19.25	\$17.08	\$22.33				\$74.21			\$74.21	\$177.40	
1/27/2009																		\$120.00	\$103.19
1/2/2009	109100	116700	7600	7600	A	1/6/2009	\$15.55	\$20.90	\$17.08	\$24.24				\$77.77			\$77.77	\$223.19	
																			\$145.42

Previous Balance



**MERILIEN CIMEUS**  
**752 CHAMBERLAIN BLVD**  
**WAUCHULA, FL 33873**

Account Number  
**000907704 0649957**  
 PEACE RIVER  
 1336600 F130

**Aqua Utilities Florida, Inc.**  
 762 W. LANCASTER AVENUE  
 BRYN MAWR, PA 19010-3489

Tel: **877.987.2782**  
 Fax: **866.780.8301**  
 eMail: **custserv@aquaaamerica.com**

**10 Day Shut Off Notice**  
**COLLECTION DEPARTMENT OFFICE HOURS ARE**  
**7:30 AM - 5:00 PM WEEKDAYS**

Date of Notice	Shut Off Date	Total Amount Due
<b>August 05, 2010</b>	<b>August 17, 2010</b>	<b>\$ 130.79</b>

Your bill for \$ 130.79 is overdue. Because your bill is overdue, we will SHUT OFF service to:

**752 CHAMBERLAIN BLVD after 8:00 AM on or after August 17, 2010.**

To stop the shut off, you must do the following immediately:

1. Pay the total amount overdue. To pay by phone, call our toll free number at **866.269.2906** or go to the payment website at <https://paynow7.speedpay.com/aqua/index.asp>.
2. Contact Aqua at **877.987.2782** (Select Collections) to let us know that you made a payment, to make a payment arrangement, or to dispute the overdue bill. You can also contact Aqua at our address above.
3. Call **877.987.2782** (Select Collections) if you or someone in your home has a serious illness or a medical condition.

**Important Notice:** Payments will not be accepted by Aqua representatives visiting the property. To avoid service termination due to unpaid bill(s), you must make payments at an authorized payment location. For the nearest location, please call 877.987.2782 (Select Collections). If we shut off your service, you may have to pay the following charges to have service restored:

Overdue amount:	\$ 130.79
Reconnect Fee :	25.00
Service Deposit (If required):	50.00
<b>Total if we shut off your service:</b>	<b>\$ 205.79</b>

If your service is shut off for non-payment, after making the required payment you must contact Aqua at 877-987-2782 and schedule to have your service reconnected. Your service will be reconnected in accordance with your state approved utility regulations. In most cases service will not be restored until the next business day after your required payment amount has been confirmed.

Keep top portion for your records.  
 Return this portion with your payment.

Service To:  
**MERILIEN CIMEUS**  
**752 CHAMBERLAIN BLVD**  
**WAUCHULA, FL 33873**



**Aqua Utilities Florida, Inc.**  
 PO Box 328 • BRYN MAWR, PA 19010-0328  
**URGENT NOTICE - OPEN IMMEDIATELY**

Seq=1658 Cyc= 1up=897197 PC=TERM

MERILIEN CIMEUS  
 PO BOX 2382  
 WAUCHULA FL 33873-6382

Account Number  
**000907704 0649957**  
 Total Amount Due  
**\$ 130.79**  
 Amount Enclosed

Due Date  
**PAST DUE**

\$

Please make check payable to Aqua Util. FL.  
 Print your account number on your check, then  
 mail to address on back.

00090770406499570000000130797



MERILIE CIMEUS  
752 CHAMBERLAIN BLVD  
WAUCHULA, FL 33873

Account Number  
**000907704 0649957**

PEACE RIVER  
1336600 F130

Aqua Utilities Florida, Inc.  
762 W. LANCASTER AVENUE  
BRYN MAWR, PA 19010-3489

Tel: **877.987.2782**  
Fax: **866.780.8301**  
eMail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

**10 Day Shut Off Notice**  
**COLLECTION DEPARTMENT OFFICE HOURS ARE**  
**7:30 AM - 5:00 PM WEEKDAYS**

Date of Notice                      Shut Off Date                      Total Amount Due  
**November 24, 2009    December 7, 2009    \$ 130.79**

Your bill for \$ 130.79 is overdue. Because your bill is overdue, we will SHUT OFF service to:  
**752 CHAMBERLAIN BLVD on or after 8:00 AM on December 7, 2009.**

To stop the shut off, you must do the following immediately:

1. Pay the total amount overdue. To pay by phone, call our toll free number at **866.269.2906** or go to the payment website at <https://paynow7.speedpay.com/aqua/index.asp>.
2. Contact Aqua at **877.987.2782** (Select Collections) to let us know that you made a payment, to make a payment arrangement or to dispute the overdue bill. You can also contact Aqua at our address above.
3. Call **877.987.2782** (Select Collections) if you or someone in your home has a serious illness or a medical condition.

**Important Notice:** Payments will not be accepted by Aqua representatives visiting the property. To avoid service termination due to unpaid bill(s), you must make payments at an authorized payment location. For the nearest location, please call 877.987.2782 (Select Collections). If we shut off your service, you may have to pay the following charges to have service restored:

Overdue amount:	\$ 130.79
Reconnect Fee:	25.00
Service Deposit (If required):	50.00
Total if we shut off your service:	<u>\$ 205.79</u>

If we shut off your service for non-payment, you are required to contact Aqua at 877.987.2782 to make arrangements for service reconnection.



Aqua Utilities Florida, Inc.  
PO Box 328 • BRYN MAWR, PA 19010-0328

Keep top portion for your records.  
Return this portion with your payment.

Service To:  
**MERILIE CIMEUS**  
**752 CHAMBERLAIN BLVD**  
**WAUCHULA, FL 33873**

Account Number  
**000907704 0649957**

Total Amount Due                      Due Date  
**\$ 130.79                      December 7, 2009**

Amount Enclosed

\$

Please make check payable to Aqua Util. FL.  
Print your account number on your check, then  
mail to address on back.

Seq=3007 Cyc= 1up=797323 PC=TERM

MERILIE CIMEUS  
PO BOX 2382  
WAUCHULA FL 33873-6382

00090770406499570000000130797



MERILIEN CIMEUS  
752 CHAMBERLAIN BLVD  
WAUCHULA, FL 33873

Account Number  
**000907704 0649957**  
PEACE RIVER  
1336600 F130

Aqua Utilities Florida, Inc.  
762 W. LANCASTER AVENUE  
BRYN MAWR, PA 19010-3489

Tel: **877.987.2782**  
Fax: **866.780.8301**  
eMail: **custserv@aquaaamerica.com**

**10 Day Shut Off Notice**  
**COLLECTION DEPARTMENT OFFICE HOURS ARE**  
**7:30 AM - 5:00 PM WEEKDAYS**

Date of Notice	Shut Off Date	Total Amount Due
<b>January 12, 2010</b>	<b>January 25, 2010</b>	<b>\$ 116.03</b>

Your bill for \$ 116.03 is overdue. Because your bill is overdue, we will SHUT OFF service to:

**752 CHAMBERLAIN BLVD on or after 8:00 AM on January 25, 2010.**

To stop the shut off, you must do the following immediately:

1. Pay the total amount overdue. To pay by phone, call our toll free number at **866.269.2906** or go to the payment website at <https://paynow7.speedpay.com/aqua/index.asp>.
2. Contact Aqua at **877.987.2782** (Select Collections) to let us know that you made a payment, to make a payment arrangement or to dispute the overdue bill. You can also contact Aqua at our address above.
3. Call **877.987.2782** (Select Collections) if you or someone in your home has a serious illness or a medical condition.

**Important Notice:** Payments will not be accepted by Aqua representatives visiting the property. To avoid service termination due to unpaid bill(s), you must make payments at an authorized payment location. For the nearest location, please call **877.987.2782** (Select Collections). If we shut off your service, you may have to pay the following charges to have service restored:

Overdue amount:	\$ 116.03
Reconnect Fee:	25.00
Service Deposit (If required):	50.00
Total if we shut off your service:	<u>\$ 191.03</u>

If we shut off your service for non-payment, you are required to contact Aqua at 877.987.2782 to make arrangements for service reconnection.

Keep top portion for your records.  
Return this portion with your payment.

Service To:  
**MERILIEN CIMEUS**  
**752 CHAMBERLAIN BLVD**  
**WAUCHULA, FL 33873**



Aqua Utilities Florida, Inc.  
PO Box 328 • BRYN MAWR, PA 19010-0328

Account Number  
**000907704 0649957**

Total Amount Due  
**\$ 116.03**  
Due Date  
**January 25, 2010**

Amount Enclosed

\$

Please make check payable to Aqua Util. FL.  
Print your account number on your check, then  
mail to address on back.

Seq=6137 Cyc= 1up=814763 PC=TERM

MERILIEN CIMEUS  
PO BOX 2382  
WAUCHULA FL 33873-6382

00090770406499570000000116036



MERILIEN CIMEUS  
752 CHAMBERLAIN BLVD  
WAUCHULA, FL 33873

Account Number  
**000907704 0649957**

PEACE RIVER  
1336600 F130

Aqua Utilities Florida, Inc.  
762 W. LANCASTER AVENUE  
BRYN MAWR, PA 19010-3489

Tel: **877.987.2782**  
Fax: **866.780.8301**  
eMail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

**10 Day Shut Off Notice**  
**COLLECTION DEPARTMENT OFFICE HOURS ARE**  
**7:30 AM - 5:00 PM WEEKDAYS**

Date of Notice	Shut Off Date	Total Amount Due
<b>March 05, 2010</b>	<b>March 17, 2010</b>	<b>\$ 111.76</b>

Your bill for \$ 111.76 is overdue. Because your bill is overdue, we will SHUT OFF service to:

**752 CHAMBERLAIN BLVD after 8:00 AM on or after March 17, 2010.**

To stop the shut off, you must do the following immediately:

1. Pay the total amount overdue. To pay by phone, call our toll free number at **866.269.2906** or go to the payment website at <https://paynow7.speedpay.com/aqua/index.asp>.
2. Contact Aqua at **877.987.2782** (Select Collections) to let us know that you made a payment, to make a payment arrangement, or to dispute the overdue bill. You can also contact Aqua at our address above.
3. Call **877.987.2782** (Select Collections) if you or someone in your home has a serious illness or a medical condition.

**Important Notice:** Payments will not be accepted by Aqua representatives visiting the property. To avoid service termination due to unpaid bill(s), you must make payments at an authorized payment location. For the nearest location, please call 877.987.2782 (Select Collections). If we shut off your service, you may have to pay the following charges to have service restored:

Overdue amount:	\$ 111.76
Reconnect Fee :	25.00
Service Deposit (If required):	50.00
<b>Total if we shut off your service:</b>	<b>\$ 186.76</b>

If your service is shut off for non-payment, after making the required payment you must contact Aqua at 877-987-2782 and schedule to have your service reconnected. Your service will be reconnected in accordance with your state approved utility regulations. In most cases service will not be restored until the next business day after your required payment amount has been confirmed.

Keep top portion for your records.  
Return this portion with your payment.

Service To:  
**MERILIEN CIMEUS**  
**752 CHAMBERLAIN BLVD**  
**WAUCHULA, FL 33873**



Aqua Utilities Florida, Inc.  
PO Box 328 • BRYN MAWR, PA 19010-0328  
**URGENT NOTICE - OPEN IMMEDIATELY**

Seq=918 Cyc= 1up=836127 PC=TERM

MERILIEN CIMEUS  
PO BOX 2382  
WAUCHULA FL 33873-6382

Account Number  
**000907704 0649957**  
Total Amount Due  
**\$ 111.76**  
Amount Enclosed

Due Date

**PAST DUE**

\$ | | | |

Please make check payable to Aqua Util. FL.  
Print your account number on your check, then  
mail to address on back.

00090770406499570000000111763



**MERILIEN CIMEUS**  
**752 CHAMBERLAIN BLVD**  
**WAUCHULA, FL 33873**

Account Number  
**000907704 0649957**  
 PEACE RIVER  
 1336600 F130

**Aqua Utilities Florida, Inc.**  
 762 W. LANCASTER AVENUE  
 BRYN MAWR, PA 19010-3489

Tel: **877.987.2782**  
 Fax: **866.780.8301**  
 eMail: **custserv@aquamerica.com**

**10 Day Shut Off Notice**  
**COLLECTION DEPARTMENT OFFICE HOURS ARE**  
**7:30 AM - 5:00 PM WEEKDAYS**

Date of Notice	Shut Off Date	Total Amount Due
<b>May 05, 2010</b>	<b>May 18, 2010</b>	<b>\$ 206.95</b>

Your bill for \$ 206.95 is overdue. Because your bill is overdue, we will SHUT OFF service to:  
**752 CHAMBERLAIN BLVD after 8:00 AM on or after May 18, 2010.**

To stop the shut off, you must do the following immediately:

1. Pay the total amount overdue. To pay by phone, call our toll free number at **866.269.2906** or go to the payment website at <https://paynow7.speedpay.com/aqua/index.asp>.
2. Contact Aqua at **877.987.2782** (Select Collections) to let us know that you made a payment, to make a payment arrangement, or to dispute the overdue bill. You can also contact Aqua at our address above.
3. Call **877.987.2782** (Select Collections) if you or someone in your home has a serious illness or a medical condition.

**Important Notice:** Payments will not be accepted by Aqua representatives visiting the property. To avoid service termination due to unpaid bill(s), you must make payments at an authorized payment location. For the nearest location, please call **877.987.2782** (Select Collections). If we shut off your service, you may have to pay the following charges to have service restored:

Overdue amount:	\$ 206.95
Reconnect Fee :	25.00
Service Deposit (If required):	50.00
<b>Total if we shut off your service:</b>	<b>\$ 281.95</b>

If your service is shut off for non-payment, after making the required payment you must contact Aqua at 877-987-2782 and schedule to have your service reconnected. Your service will be reconnected in accordance with your state approved utility regulations. In most cases service will not be restored until the next business day after your required payment amount has been confirmed.

Keep top portion for your records.  
 Return this portion with your payment.

Service To:  
**MERILIEN CIMEUS**  
**752 CHAMBERLAIN BLVD**  
**WAUCHULA, FL 33873**



**Aqua Utilities Florida, Inc.**  
 PO Box 328 • BRYN MAWR, PA 19010-0328  
**URGENT NOTICE - OPEN IMMEDIATELY**

Seq=1860 Cyc= 1up=859558 PC=TERM

MERILIEN CIMEUS  
 PO BOX 2382  
 WAUCHULA FL 33873-6382

Account Number  
**000907704 0649957**  
 Total Amount Due  
**\$ 206.95**  
 Amount Enclosed  
 Due Date  
**PAST DUE**

Please make check payable to Aqua Util. FL.  
 Print your account number on your check, then  
 mail to address on back.

00090770406499570000000206956



**Name :** Neisaint Metayer  
**Address:** 802 Sally Place  
 Wauchula, PA, 33873  
**Account No:** 0016071921104027

CONSUMPTION HISTORY							BILLINGS										BALANCE	
Read Date	Previous Read	Current Read	Water Usage	Sewer Usage	A/E	Date	WATER		SEWER		Reconnect Fee	Utility Tax	Penalty	Total Billing	Adjustments	PYMTS		
							BFC	Use	BFC	Use								
11/1/2010																		
11/1/2010	58900	67200	10300	10300	A	11/4/2010	\$16.44	\$59.99	\$29.03	\$0.00				\$105.46		\$76.34	\$105.46	
10/1/2010	50900	56900	6000	6000	A	10/5/2010	\$16.44	\$30.87	\$29.03	\$0.00				\$76.34			\$76.34	
9/27/2010																	\$76.34	\$0.00
9/1/2010	44900	50900	6000	60000	A	9/3/2010	\$16.44	\$30.87	\$29.03	\$0.00				\$76.34			\$76.34	
8/16/2010																	\$99.36	\$0.00
7/6/2010																	\$1,100.00	\$99.36
7/6/2010																	\$1,097.00	\$1,000.64
7/6/2010																	\$1,096.00	\$2,097.64
7/6/2010																	\$914.11	\$3,193.64
5/3/2010	37600	44900	7300	7300	A	8/4/2010	\$16.44	\$38.89	\$29.03	\$0.00	\$15.00			\$99.36			\$4,107.75	
OUT																		
ADJ															\$ 84.36			\$4,207.11
4/21/2010	30300	37600	7300	7300	A	5/19/2010	\$10.96	\$46.42	\$18.39	\$0.00				\$75.77			\$4,291.47	
5/3/2010	30300	37600	7300	7300	A	5/5/2010	\$16.44	\$38.89	\$29.03	\$0.00				\$84.36			\$4,215.70	
4/1/2010	22900	30300	7400	7400	A	4/5/2010	\$16.44	\$39.51	\$29.03	\$0.00				\$84.98			\$4,131.34	
3/4/2010																	\$1,400.00	\$4,046.36
3/1/2010	17500	22900	5400	5400	A	3/3/2010	\$16.44	\$27.17	\$29.03	\$0.00				\$72.64			\$5,448.36	
2/1/2010	11400	17500	6100	6100	A	2/3/2010	\$16.44	\$31.49	\$45.48	\$0.00				\$93.41			\$5,373.72	
TRANSFERRED MONEY															\$ 5,280.31			\$5,280.31
1/19/2010																	\$40.72	\$0.00
1/4/2010	5800	1400	5600		A	1/6/2010	\$9.86	\$30.86	\$0.00	\$0.00				\$40.72			\$40.72	

Aqua Utilities Florida, Inc.  
Docket No. 100330-WS  
Lakeland Customer Meeting Response

Overview: The Lakeland customer meeting was held on October 28, 2010. Approximately 36 customers provided comments to the Commission staff during the meeting.

The majority of the customers gave input regarding the level of the rates and bills. Ten customers provided input concerning the secondary water quality in Zephyr Shores. Zephyr Shores is a community of about 500 customers and is one of the systems in the secondary water project. AUF installed a "sequestration" treatment system in March 2010. This system binds the naturally occurring calcium, iron and manganese in the water, which reduces the residue customers might see on dishes and fixtures.

David Busey

Mr. Busey raised concerns about customer service, rate structure and the level of rates. He also advocated for FGUA to take over the system. Mr. Busey spoke previously about these same issues at the customer meeting in New Port Richey.

Frank Reams

Mr. Reams is not a customer of AUF. However, he raised concerns about customer service, rate structure and the level of rates. He also mentioned three customer billing issues but did not specify the time period or names of these customers. He further advocated for FGUA to take over the system. Mr. Reams spoke previously about these same issues at the customer meeting in New Port Richey.

Charles Bleam, 5502 Wyndermere:

Mr. Bleam indicated he had been a resident of Lake Gibson since 1960. He indicated that the water is good and the wells are good. He has no complaints with the water. However, he requested the Commission revisit the rate structure imposed in 2008, because he asserted it punishes large families. He expressed a desire for the county to take over the system.

Phyllis Johnson, 5918 Doe Circle W., Lake Gibson:

Ms. Johnson indicated that she has no complaints with the water and that the service is good. This customer questioned the level of rates and rate increase.

Commission Staff Requests:

Please provide billing information which includes consumption and the dollar amount billed (water and or wastewater) for the following customers for the year 2009 to present:

Michael Griffin – 2005 Christy, Lakeland

Staff Request: Questions consumption. Has requested meter change out. Provide detail.

Response: A meter test was completed on November 19, 2010 with a meter certified testing unit. The water meter test average was 98.7% which passed test.

Below are the results of the water meter test performed on November 19, 2010:

Low: 98%  
Med: 98%  
High: 100%  
Average of 98.7%

In reviewing Mr. Griffin's account, there are no abnormalities in his consumption. The consumption goes up and tapers down and then back up again. The water meter was installed in 2008 and the test on the customer's meter was accurate.

See the attached billing history requested.

John Round – 390 Windermere Dr., Lakeland

Staff Request: Suspects meter is reading wrong. Please perform field accuracy check.

Response: This customer's water meter was tested on 10/29/2010 and had an average accuracy test of 98.7%.

Erica White – 5560 Daughtey Down Loop, Lakeland

Ms. White provided comments concerning past bills.

Staff Request: Put on payment plan for high bill. Please explain.

Response: Customer was billed for zero consumption for five (5) months. Once the situation was rectified by replacing ERT unit, AUF billed for the

five (5) months based on an actual read. This situation resulted in the customer being put on a payment arrangement plan due to the period of time the bill was for.

Low Carriere – 1026 Wildwood Ave., Lakeland

Staff Request: Explain way fire hydrants are being removed from service area.

Response: AUF has not removed any fire hydrants in Lake Gibson. We have currently listed 20 Fire Hydrants in the Lake Gibson service territory. Aqua has replaced 3 existing fire hydrants over the past year due to operational issues. They are located near 490 Platt St., 420 Byrd St., and 5810 N. Daughtery.

Bradley Fox – 5712 Lake Breeze Ave., Lakeland

Staff Request: Water tank left uninstalled on private property (Byrd St. and Plant St.) for four years. Please explain.

Response: The tank in question was located on AUF's property for three (3) years. Aqua had determined that installing a small tank would improve system operations and water quality. The tank was purchased and prior to installation, the engineer determined the existing concrete pad and cradles were not sufficient to support the new tank. In order to construct the new pad an engineer was required to evaluate the existing pad, conduct a structural analysis, and submit the plans for permitting. Once all permits were in issued, the tank was installed. To date this tank is performing up to standards.

Bryan Rule – 5880 Jacolanda Ave, Lakeland

Staff Request: Provide reason why water service was out at the Lake Gibson system for an extended period of time in July or August of 2010, and why boil water notices were not issued to the customer.

Response: There was not an extended water outage. There was an outage on July 20, 2010 due to a leaking valve. A boil water notice was issued on the same day, and was subsequently lifted on July 22, 2010.

There was another water outage which occurred on September 7, 2010 due to a contractor damaging AUF's water pipe. The repair occurred on September 9, 2010. All customers were issued a Boil Notice Water on September 7, 2010. The Boil Water Notice was lifted on September 10, 2010.

Wayne Miles – 6301 Doe Circle E., Lakeland

Staff Request: Please explain why insurance claim was denied by the Utility for property damage due to a sewer backup.

Response: This incident occurred on August 30, 2009. The customer submitted the final supporting data on September 21, 2009. Customer signed the release on October 1, 2009, and the claim was submitted for Payment on October 5, 2009.

Check Number 310933, dated October 15, 2009 was issued to the customer and it has been cashed.

The Original Claim was denied due to inadequate information to substantiate the amount of the claim. As evidence by the timeline above, all information and matters were handled in less than 35 days from time of notice.

Joya Teter, 3865 Daughtery Downs

Ms. Teter indicated that she has a family of 5 people. Her bills usually run at \$200/ month. She received a bill last November 2009 for \$400. She indicated that she called CSR for 2 days. She stated that there was no way usage could double in one month.

Response: Ms. Teter did have one month where her usage spiked to 19,000 gallons, up from her average of around 6,500 gallons. After this month and up until now she has gone back to a normal usage. The AUF technician was dispatched to review the meter and to discuss with her this usage. However, no abnormalities were found wrong at this address. There were no leaks detected by the technician.

Judy Dent – 5800 Jacaranda Ave, Lake Gibson

Ms. Dent indicated that in March 1989, received a \$130 bill and that she called the company to see if she had a leak. Ms. Dent indicated that she was told had to pay the bill.

Response: AUF has reviewed Ms. Dent's account. She and/or her husband have called a total of 4 times since 2007. Two of these calls were to discuss when the bill was due and the amount. In May 2009, her husband called to ask about the bill and if the amount was due to rate increase (with step rates being introduced). One other call in 2008 was inquiring as to why there was no water. There was a main break which occurred during this incident.

The customer's usage has remained constant over the last two years except for one month and then the usage went back down.

Kim Parizo – 6317 Doe Cir. East, Lake Gibson

Ms. Parizo indicated that there is no way she uses 4,000 – 5,000 a month. She indicated that she fills her pool and that water doesn't go to wastewater. In June, Ms. Parizo indicated that she was billed for 14,000 gallons and she wasn't there for several days. She believes that the meter reading must be wrong. She commented that she called CSR and was told "can't help you" and "you must pay the bill". She stated that she never got a bill that high since.

Response: AUF reviewed Ms. Parizo's bills since 2006. The customer has always maintained at least this usage that she states. Ms. Parizo used this amount of water/sewer before the new meters were installed and since. She has spikes both pre and post the new meter installation which indicates random usage for pool and or irrigation. She had several months prior to the new meter being installed where she used approximately 14,000 gallons. In all instances, she has spikes at least once or twice a year and then goes back to normal usage.

Addition Requests from the PSC staff:

Explain why customers with both residential and irrigation meters receive two different bills; and whether a single combined bill could be sent to those customers, if not, why not.

How many customers with residential and irrigation meters receive two different bills per billing period?

Response: Currently, AUF has 241 customers who have this situation. They reside in the Fairways system. AUF is currently experiencing a migration of these customers from two meter to one meter. The customers in Fairways have two separate water services, one for potable and one for irrigation service. The customers currently receive a separate bill for the irrigation service.

The current billing system does not have the capability of providing two water accounts on one bill. If a customer does receive multiple bills they can include both bill stubs in one envelope with one check for both accounts.

Michael Griffin: 2005 Cristy Lane - Lakeland:

Month:	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
Consumption (000):	81	128	102	113	132	180	179	158	109	109	97	103
Consumption:	8,100	12,800	10,200	11,300	13,200	18,000	17,900	15,800	10,900	10,900	9,700	10,300
Water Bill	\$ 53.36	\$ 72.26	\$ 61.80	\$ 76.76	\$ 152.97	\$ 247.91	\$ 245.93	\$ 204.39	\$ 105.49	\$ 107.47	\$ 88.56	\$ 103.36
Penalty Fee:						\$ 5.00	\$ 5.00		\$ 5.00			
<b>Total Bill:</b>	<b>\$ 53.36</b>	<b>\$ 72.26</b>	<b>\$ 61.80</b>	<b>\$ 76.76</b>	<b>\$ 152.97</b>	<b>\$ 247.91</b>	<b>\$ 250.93</b>	<b>\$ 209.39</b>	<b>\$ 105.49</b>	<b>\$ 112.47</b>	<b>\$ 88.56</b>	<b>\$ 103.36</b>

Month:	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10
Consumption (000):	101	107	106	121	90	0	111	138	136	125	96
Consumption:	10,100	10,700	10,600	12,100	9,000	-	11,100	13,800	13,600	12,500	9,600
Water Bill	\$ 99.23	\$ 111.63	\$ 109.56	\$ 140.57	\$ 88.18	\$ 15.71	\$ 119.90	\$ 175.71	\$ 171.57	\$ 148.84	\$ 93.57
Penalty Fee:	\$ 5.00										\$ 5.00
<b>Total Bill:</b>	<b>\$ 104.23</b>	<b>\$ 111.63</b>	<b>\$ 109.56</b>	<b>\$ 140.57</b>	<b>\$ 88.18</b>	<b>\$ 15.71</b>	<b>\$ 119.90</b>	<b>\$ 175.71</b>	<b>\$ 171.57</b>	<b>\$ 148.84</b>	<b>\$ 98.57</b>

Aqua Utilities Florida, Inc.

Docket No. 100330-WS

Eustis Customer Meeting Response

Overview: The Eustis customer meeting was held on October 29, 2010. Approximately 25 customers provided comments to the Commission staff during the meeting.

The majority of the customers gave input regarding the level of the rates and bills.

Comments were also made concerning the payment of the base facility charge and the inclining block rate structure approved in the last rate case.

Representative Allen Hayes

Representative Allen Hayes represents Scottish Highlands and cited economic hardships in the area. He also questioned how these systems could be allowed to be run down prior to the acquisition by Aqua.

Cynthia Irwin – 36765 Shadow Hill Drive

Ms. Irwin discussed odor issues with the water system. She indicated that she had contacted Aqua and had someone come out and test the water outside her residence.

Response: In August 2010 AUF visited this site and determined that there was a slight increase in chlorine level. AUF technician thoroughly flushed the main for an extended time and took another test. The test results showed that everything was ok. This customer is located toward the end of a line.

Bob Gruno – 34834 Haines Creek Road

Mr. Gruno discussed that he has received a bill of \$200 a couple of years ago and questions the RF meters. In addition he discussed a hole in the rear of his home that is a hazard.

Response: In review of Mr. Gruno's account, there was no period since October 2006 where his monthly bill was greater than \$85.00. There seems to be consistent consumption on this account. Several attempts have been made to contact Mr. Gruno by telephone. AUF's technician has inspected the system and residence and has not located any "holes." A door tag has been left to have the customer contact AUF to determine the location of Mr. Gruno's concern.

Mr. Harold Robinson – 1205 Loch Rannoch



Mr. Robinson mentioned that his May bill was for 8,700 gallons. The customer stated he moved in June 2010; however, his move in was May 20, 2010.

Response: In review of his account his consumption was in fact 8,700 gallons. He called Aqua, but wanted to discuss the location of his meter. Mr. Robinson wanted a Utility Tech to visit his property and show him the location of his meter pit so in the event of a leak he had the ability to shut off water to his house. Our Utility Technician did visit the site and showed Mr. Robinson where his meter was located. He did ask about the rates and was informed of the new rate structure and how it impacts his usage given there are step rates now versus in the past.

Mr. Tony Vanderberg – 7072 Earlwood Ave.

Mr. Vanderberg raised concerns with his water which occurred in 2007. Mr. Vanderberg is a customer in the Tangerine water system. In addition he had issue with Aqua inadvertently cutting off the water to the church. Aqua had cut off the wrong line. In addition he has an issue with Aqua's maintaining its water plant, which sits adjacent to the church. He states that Aqua continually drives across the church property.

Response: Aqua previously provided Mr. Vanderberg with instructions to forward information to Aqua to process his claim on his water softener. There are no records that Mr. Vanderberg sent in the required information as requested. Aqua has visited Mr. Vanderberg several times to discuss his water softener concerns. The customer's water softener system is over 15 years old and he was told it needs replacing due to softener pellets which have worn through the filter due to age.

AUF did inadvertently turn off the irrigation water to the church. In July 2009, AUF inadvertently shut down a valve to repair a water line that went through the park. At the time, AUF was unaware that this line also supplied water to the church's irrigation system. AUF reimbursed the church for damages to the landscape.

AUF is installing water main throughout Tangerine eliminating dead ends and undersized water main. Because this being a residential system, the contractor did not have anywhere to store the pipe so it was stored at the water plant. The Contractor did drive across the Church property and at our June meeting with the customers at Tangerine, Mr. Vanderberg mentioned the damage to the grass and he was assured when the construction was completed our Contractor would restore the property.

Tangerine is one of the systems involved in the secondary water project. A sequestering system has been installed and is operational. This system binds the naturally occurring calcium, iron and manganese in the water, which reduces the residue customers might see on dishes and fixtures.

In addition, AUF has recently completed replacement of old water mains and a looping project to address the secondary water concerns. AUF and OPC have met with the customers of Tangerine twice during the secondary water project.

Greg Andes – 25101 Chip Shot Drive Sorrento FL

Mr. Andes raised issues with his water quality. He lives at the last house on a dead end street.

In addition he is requesting “internet payment service”.

Response: Mr. Andes lives at the end of a cul-de-sac. Since moving to his residence, AUF has been to Mr. Andes home twice. The first time was July 2009 to address Mr. Andes’ concern on fluoride, which Aqua does not add to the water. The second time was August 2009 to address his odor concerns.

This part of the Fairways system has been placed on a Flushing Program that is implemented quarterly. Since the last visit in August 2009, this customer has not called to report any additional odor issues. There appears to be no further issues with this customer or others in the system.

As with regard to internet payment, Aqua is working on providing this service to customers in the future.