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RECEIVED-FPSC  
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Public Service Commission

COMMISSION  
CLERK

January 14, 2011

D. Bruce May, Jr.  
Holland & Knight, LLP  
Post Office Drawer 810  
Tallahassee, FL 32302-0810

STAFF'S SIXTEENTH DATA REQUEST

**Re: Docket No. 100330-WS - Application for increase in water/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.**

Dear Mr. May:

By this letter, the Commission staff requests that Aqua Utilities Florida, Inc. (Aqua or Utility) provide responses to the following data requests.

1. Please explain or describe whether AUF monitors for irregularities in billing that could signal a leak on the customer's side of the meter.
2. Please explain or describe whether the customer is responsible for all the leaks that occur on their side of the meter.
3. For leaks occurring on the customer's side of the meter, please explain or describe whether AUF has a policy for handling the leak adjustments.
4. If the response to Question 3 is yes, please respond to the following:
  - a. Please explain or describe AUF's policy for leak adjustments occurring on the customer's side of the meter.
  - b. Please explain or describe whether the policy is in writing.
  - c. If the response to 4b is positive, please provide the names of any and all documents in which the policy has been committed to writing.
  - d. If the response to 4b is positive, please provide the pages (including the corresponding title pages) from the most current copies of each document in which AUF's leak adjustment policy is discussed.

DOCUMENT NUMBER DATE  
00374 JAN 14 11

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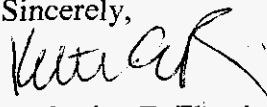
PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

5. Please explain or describe whether AUF performs leak adjustments on customer's bills.
  - a. If the response to 5 is yes, please provide, by county, for each month during the test year, both the number of leak adjustments and the resulting kgal adjustments made by the utility during the test year.
  - b. Please describe how the leak adjustment is made on AUF's books, both in terms of accounted for/unaccounted for water and revenues.
6. If AUF does not have a policy for handling leak adjustments, please explain or describe how the utility handles leaks that occur on the customer's side of the meter.
7. Please explain or describe whether AUF provides any type of credit or adjustment to the customer's bill when a leak occur on the customer's side of the meter.

Please file the original and five copies of the requested information by February 4, 2011, with Ms. Ann Cole, Commission Clerk, Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida, 32399-0850. Please feel free to call me at (850) 413-6218 if you have any questions.

Sincerely,



Katherine E. Fleming  
Senior Attorney  
Office of the General Counsel

KEF/sh

cc: Office of Commission Clerk  
Charlie Beck

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