

COMMISSIONERS:
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STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL
S. CURTIS KISER
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(850) 413-6199

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COMMISSION
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Public Service Commission

February 7, 2011

Ms. Kimberly A. Joyce
Aqua Utilities Florida, Inc.
762 West Lancaster Avenue
Bryn Mawr, PA 19010-3402

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

Mr. Bruce May and Ms. Gigi Rollini
Holland & Knight Law Firm
P.O. Drawer 810
Tallahassee, FL 32302-0810

Ms. Kelly Sullivan
570 Osprey Lakes Circle
Chuluota, FL 36227-6658

Mr. J.R. Kelly and Mr. Charlie Beck
c/o The Florida Legislature
111 W. Madison Street, Room 812
Tallahassee, FL 32399-1400

Mr. Robert E. Lloyd
P.O. Box 63
Captiva Island, FL 33924

Re: Docket No. 080121-WS - Application of Aqua Utilities for increase in water and wastewater rates.

To Whom It May Concern:

Pursuant to page four (4) of Order No. PSC-10-0297-PAA-WS, attached are the monthly reports for complaints filed at the Commission Call Center (complaints closed during January, 2011, and open complaints as of February 3, 2011). If you have any questions, or if I can be of any further assistance, please contact me at (850) 413-6234 or Rjaeger@psc.state.fl.us

Sincerely,

A handwritten signature in black ink that reads "Ralph R. Jaeger".

Ralph R. Jaeger
Senior Attorney

RRJ:th
Attachments

cc: Office of Commission Clerk
ECR (Golden, Daniel, Walden, Williams) without attachments

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FPSC-COMMISSION CLERK

Item No. 2 of the proposed Phase II Monitoring Plan states that our staff will track complaints filed at the Commission by AUF customers. In this regard, our staff will produce a monthly report which tracks complaints filed at the Commission Call Center. This report will indicate the number of complaints received for the month, the type of complaint, the dates the complaint was opened and closed, and the county in which the customer resides. Our staff will provide this report each month to all parties and place it in the docket file.

During both meetings held with the parties to discuss a subsequent monitoring plan, one of the customers suggested that, in addition to the filing of the above reports, a survey of AUF customers should be conducted in order to determine whether customers' concerns are adequately being addressed by AUF. We do not believe another survey would be an effective method of evaluating AUF's efforts to address customer concerns at this time. As noted in the staff recommendation dated March 4, 2010, during the initial monitoring phase, our staff sent out a customer satisfaction survey to 900 customers selected at random over a six-month period from the AUF monthly customer complaint logs. After analyzing the responses, reviewing the customer comments, and talking to over 100 customers, it appeared that the survey did not accurately measure AUF's customer service performance. Rather it appeared that many customers were evaluating AUF's rates, not whether their specific concerns were appropriately addressed. We believe the monitoring plan proposed by AUF, and agreed to by OPC, is a more efficient, cost-effective, and focused method to evaluate AUF's performance. As mentioned previously, these monthly reports will provide meaningful data with which to evaluate recent performance and identify trends. Also, our staff and the parties will be able to conduct discovery on the reports to obtain more granular data, if necessary.

B. Estimated Meter Readings

According to Item No. 1(c) in the Phase II Monitoring Plan, AUF will provide an Estimated Read Report on a monthly basis to the parties and the our docket file. Our staff and the parties can use this report to track the number of estimated reads and as a basis to investigate adverse trends. If necessary, the parties or staff can request more detail in order to ascertain the cause of the estimated readings and how it has or will be resolved. Because this is also a report that is currently being produced and used by AUF management, we find this is a cost-effective means of monitoring estimated meter readings.

C. Secondary Drinking Water Standards (Aesthetics)

In Item No. 6 in the proposed Phase II Monitoring Plan, AUF agrees to monitor, on a monthly basis through the end of 2010, the secondary drinking water constituents under the Florida and Federal Safe Drinking Water Acts and report the results. This monitoring will be performed on the following seven water systems:

**FLORIDA PUBLIC SERVICE COMMISSION
COMPLAINTS QUERY REPORT**



Aqua
Open complaints as of 2/3/11

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ECR							
	BEACH VILLAS III CONDO	0926858W	AQUA UTILITIES FLORIDA, INC.	SU821	02/23/2010		
Date Closed:	/ /	Assigned Analyst:	ECR	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lee	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
DOUGLAS BURGNER							
		0979135W	AQUA UTILITIES FLORIDA, INC.	WS885	11/09/2010		
Date Closed:	/ /	Assigned Analyst:	ECR	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	OUTAGES
County:	Putnam	Customer Phone:	(386)-385-3380	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
ECR	Total Cases: 2			ECR		Total Savings: 0.00	
SSC							
	GENEVIEVE VOGELPOHL	0959008W	AQUA UTILITIES FLORIDA, INC.	WS880	08/03/2010		
Date Closed:	/ /	Assigned Analyst:	ANGIE CALHOUN	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-465-6825	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
BARBARA STAMM							
		0987368W	AQUA UTILITIES FLORIDA, INC.	WS881	01/03/2011		
Date Closed:	/ /	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	SHAWNDA WAGNER	0988809W	AQUA UTILITIES FLORIDA, INC.	WU879	01/10/2011		
Date Closed:	/ /	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Brevard	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	LOIS MCALPINE	0988827W	AQUA UTILITIES FLORIDA, INC.	WS798	01/10/2011		
Date Closed:	/ /	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	DeSoto	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	BARBARA HATCH	0989637W	AQUA UTILITIES FLORIDA, INC.	WS884	01/13/2011		
Date Closed:	/ /	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	RICHARD & RITA ROUNDS	0989995W	AQUA UTILITIES FLORIDA, INC.	WS884	01/18/2011		
Date Closed:	/ /	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	CHARLES W GALLAGHER	0989997W	AQUA UTILITIES FLORIDA, INC.	WS884	01/18/2011		
Date Closed:	/ /	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone: (863)-696-7215		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	MARY PHYLLIS KOLOZE	0990164W	AQUA UTILITIES FLORIDA, INC.	WS884	01/18/2011		
Date Closed:	/ /	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone: (863)-696-7315		Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ALFRED DEBOARD		0990406W	AQUA UTILITIES FLORIDA, INC.	WS884	01/19/2011		
Date Closed: / /	Assigned Analyst: SHONNA MCCRAY		Closed Analyst:				
Service/Billing: B	Savings: 0.00		How Received: PHONE	Preliminary Type:IMPROPER BILLS			
County: Polk	Customer Phone: (513)-484-4803	Sent To Company: Y	Apparent Rule Violation: N	PSA:			
HAZEL RHONE		0990435W	AQUA UTILITIES FLORIDA, INC.	WS884	01/19/2011		
Date Closed: / /	Assigned Analyst: SHONNA MCCRAY		Closed Analyst:				
Service/Billing: B	Savings: 0.00		How Received: PHONE	Preliminary Type:IMPROPER BILLS			
County: Polk	Customer Phone:	Sent To Company: Y	Apparent Rule Violation: N	PSA:			
PAUL BIEBER		0990456W	AQUA UTILITIES FLORIDA, INC.	WS884	01/19/2011		
Date Closed: / /	Assigned Analyst: SHONNA MCCRAY		Closed Analyst:				
Service/Billing: B	Savings: 0.00		How Received: E-MAIL	Preliminary Type:IMPROPER BILLS			
County: Polk	Customer Phone: (863)-696-3189	Sent To Company: Y	Apparent Rule Violation: N	PSA:			
MARY MEINKE		0990521W	AQUA UTILITIES FLORIDA, INC.	WS884	01/19/2011		
Date Closed: / /	Assigned Analyst: SHONNA MCCRAY		Closed Analyst:				
Service/Billing: B	Savings: 0.00		How Received: E-FORM	Preliminary Type:IMPROPER BILLS			
County: Polk	Customer Phone: (863)-226-2425	Sent To Company: Y	Apparent Rule Violation: N	PSA:			
MARLON COSTON		0991250W	AQUA UTILITIES FLORIDA, INC.	WS885	01/24/2011		
Date Closed: / /	Assigned Analyst: SHONNA MCCRAY		Closed Analyst:				
Service/Billing: B	Savings: 0.00		How Received: PHONE	Preliminary Type:IMPROPER BILLS			
County: Putnam	Customer Phone: (386)-467-8477	Sent To Company: Y	Apparent Rule Violation: N	PSA:			
GIOVANNI PICCIRILLI		0991348W	AQUA UTILITIES FLORIDA, INC.	WU174	01/24/2011		
Date Closed: / /	Assigned Analyst: VIOLET FARIA		Closed Analyst:				
Service/Billing: B	Savings: 0.00		How Received: PHONE	Preliminary Type:IMPROPER BILLS			
County: Marion	Customer Phone: (352)-622-5614	Sent To Company: Y	Apparent Rule Violation: N	PSA:			

FLORIDA PUBLIC SERVICE COMMISSION
COMPLAINTS QUERY REPORT



Aqua Complaints Closed during
January 2011

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
SSC							
WILLIAM GLAVAS		0875224W	AQUA UTILITIES FLORIDA, INC.	WS883	08/03/2009	WB-14	T
Date Closed: 01/05/2011	Assigned Analyst: NEAL FORSMAN	Closed Analyst: NEIL FORSMAN					
Service/Billing: B	Savings: 30.03	How Received: E-FORM		Preliminary Type:IMPROPER BILLS			
County: Pasco	Customer Phone: (315)-899-8900	Sent To Company: Y	Apparent Rule Violation: Y	PSA:			
RIVERBEND CONDO ASSOCIATION		0933972W	AQUA UTILITIES FLORIDA, INC.	WS885	03/29/2010	GI-32	T
Date Closed: 01/05/2011	Assigned Analyst: NEAL FORSMAN	Closed Analyst: NEIL FORSMAN					
Service/Billing: B	Savings: 0.00	How Received: PHONE		Preliminary Type:IMPROPER BILLS			
County: Putnam	Customer Phone: (386)-467-2900	Sent To Company: Y	Apparent Rule Violation: N	PSA:			
GARY KRUSE		0963653W	AQUA UTILITIES FLORIDA, INC.	WS798	08/25/2010	WB-51	T
Date Closed: 01/05/2011	Assigned Analyst: NEAL FORSMAN	Closed Analyst: NEIL FORSMAN					
Service/Billing: B	Savings: 0.00	How Received: PHONE		Preliminary Type:IMPROPER BILLS			
County: DeSoto	Customer Phone: (941)-380-9585	Sent To Company: Y	Apparent Rule Violation: Y	PSA:			
LAURA & BENJAMI L FERRIER		0969510W	AQUA UTILITIES FLORIDA, INC.	WU174	09/23/2010	GI-32	T
Date Closed: 01/05/2011	Assigned Analyst: NEAL FORSMAN	Closed Analyst: NEIL FORSMAN					
Service/Billing: B	Savings: 0.00	How Received: PHONE		Preliminary Type:IMPROPER BILLS			
County: Marion	Customer Phone: (352)-274-7358	Sent To Company: Y	Apparent Rule Violation: N	PSA:			
MIKE RIKER		0979347W	AQUA UTILITIES FLORIDA, INC.	WS883	11/10/2010	GI-05	T
Date Closed: 01/19/2011	Assigned Analyst: ELLEN PLENDL	Closed Analyst: ELLEN PLENDL					
Service/Billing: B	Savings: 0.00	How Received: E-MAIL		Preliminary Type:IMPROPER BILLS			
County: Polk	Customer Phone: (863)-816-8464	Sent To Company: Y	Apparent Rule Violation: N	PSA:			

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
BRADLEY FOX		0979624W	AQUA UTILITIES FLORIDA, INC.	WS884	11/12/2010	GI-15	T
Date Closed:	01/19/2011	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	S	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:	(863)-858-9296	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
CHARLES RIEL		0980016W	AQUA UTILITIES FLORIDA, INC.	WS884	11/15/2010	WB-51	L
Date Closed:	01/06/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
STANLEY JOZWIK		0980880W	AQUA UTILITIES FLORIDA, INC.	WS883	11/18/2010	GI-15	T
Date Closed:	01/19/2011	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	OUTAGES
County:	Pasco	Customer Phone:	(727)-863-6323	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
MARYANN BRAFFORD		0981938W	AQUA UTILITIES FLORIDA, INC.	WS881	11/29/2010	GI-25	T
Date Closed:	01/14/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-343-5603	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
WILLIAM BROWN		0982075W	AQUA UTILITIES FLORIDA, INC.	WS881	11/29/2010	GI-25	T
Date Closed:	01/07/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	97.96	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-343-0954	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
JOSEPH STAKUN		0982524W	AQUA UTILITIES FLORIDA, INC.	WS883	12/01/2010	GI-11	T
Date Closed:	01/07/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	REPAIR
County:	Pasco	Customer Phone:	(813)-780-1313	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
MICHAEL BRENNER		0982551W	AQUA UTILITIES FLORIDA, INC.	WS884	12/01/2010	GI-30	T
Date Closed:	01/06/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:	(863)-868-6665	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
BLUE HAVEN		0984423W	AQUA UTILITIES FLORIDA, INC.	WS881	12/10/2010	GI-25	T
Date Closed:	01/14/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
JUSTIN HOULKER		0984461W	AQUA UTILITIES FLORIDA, INC.	WS688	12/10/2010	GI-25	T
Date Closed:	01/14/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	282.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
SOMMER DODDS		0984712W	AQUA UTILITIES FLORIDA, INC.	WS885	12/13/2010	GI-11	T
Date Closed:	01/20/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	69.00	How Received:	E-FORM	Preliminary Type:	REPAIR
County:	Putnam	Customer Phone:	(407)-247-2015	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
JOAN ALBERT		0984820W	AQUA UTILITIES FLORIDA, INC.	WS688	12/13/2010	GI-25	T
Date Closed:	01/20/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-336-1773	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
JEFFERSON ELZEY		0986182W	AQUA UTILITIES FLORIDA, INC.	WS883	12/21/2010	GI-25	T
Date Closed:	01/31/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-862-9807	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	KATRINA CANNON	0986633W	AQUA UTILITIES FLORIDA, INC.	WU882	12/27/2010	GI-28	T
Date Closed: 01/31/2011		Assigned Analyst: SHONNA MCCRAY		Closed Analyst: SHONNA MCCRAY			
Service/Billing: S		Savings: 0.00		How Received: E-FORM Preliminary Type:IMPROPER DISCONNECTS			
County: Orange		Customer Phone: (352)-385-2710		Sent To Company: Y		Apparent Rule Violation: N PSA:	

SSC	Total Cases: 18	SSC	Total Savings: 478.99
	Total Cases: 18		Total Savings: 478.99