



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

March 7, 2011

Ralph Jaeger  
Office of General Counsel  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

RECEIVED - FPSC  
11 MAR -7 PM 1:51  
COMMISSION  
CLERK

**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. - Staff Twenty Fifth Data Request**

Dear Ms. Jaeger:

By this letter, Aqua Utilities Florida, Inc. (AUF or Company) provides its response to the Staff's Twenty Fifth Data Request.

- Please provide information regarding the name of each homeowners association (HOA) (or billing party, if applicable) that has installed an irrigation ("deduct") meter, the total number of meters installed, and the approximate address or location description for each meter. Please provide the information in the format indicated below:

<u>Name of Association</u>	<u>Approximate Address or Location of Each Meter</u>	<u>Number of Meters at That Location</u>	<u>Date(s) of Meter Installation(s)</u>
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**RESPONSE:**

COM — See attached list. These meters are not owned, nor were installed by AUF. Therefore, AUF is  
 APA — unaware of the approximate date of installations.  
 ECR 2  
 GCL 1

RAD —  
 SSC —  
 ADM —  
 OPC —  
 CLK —

2. Please provide, for each HOA or billing party listed in response to (1) above, copies of any signed agreements between Aqua and those parties regarding how water flows through the irrigation meters will be treated for billing purposes. (If a given HOA or billing party either did not or was not required to sign an agreement, but received printed information from Aqua

[CLK note: no CD  
Filed w/CLK.  
M. McLean]

DOCUMENT NUMBER-DATE

01495 MAR-7 =

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regarding how the irrigation flows will be treated for billing purposes, please provide copies of those documents.)

**RESPONSE:**

No signed agreements exist in response to this request.

3. For each agreement provided in response to (2) above, please provide:
  - a) the tariff title page or Aqua rule number applicable to the agreement at that time; and
  - b) the corresponding effective date on those pages.

**RESPONSE:**

On June 3, 2009, AUF sent a letter to all customers who were previously billed consumption with deductions for deduct meters indicating that AUF would no longer accept deductions for the deduct meters. (Attached) On March 1, 2010, the Commission received ten (10) letters of complaints from various condominium associations in the South Seas wastewater system. The Commission requested that AUF respond to the customer complaint letters and work with the customers to reach resolutions on the 10 complaints. At the direction of the Commission, AUF worked diligently and closely with the 10 associations to resolve the complaints concerning the deduct meters. Resolutions to the customers' complaints were reached with each association, whereby AUF agreed to once again read the deduct meters, if applicable, and provide deductions in water consumption in calculating the wastewater bills. Therefore, all 10 complaints have been resolved with each customer association. Where installed, the deduct meters are not owned by AUF and it was agreed that each association was to be responsible for the maintenance and condition of each deduct meter. This was a direct result of the Commission requesting that AUF work with these customers to resolve their complaints. There is no current provision in the approved tariffs that specifically addresses this billing situation for wastewater to recognize deduct meters. However, this was a concession reached in resolving the customers' concerns. These agreements were made at the request and to the benefit of the associations.

However, if the Commission determines that it is no longer appropriate to accept deduct meter readings in calculating the wastewater bills, AUF would abide with the Commission's decision and will notify its customers that any further consideration would be inappropriate. Further assistance by the Commission staff may be required to communicate this decision and resolve any subsequent complaints the customers may file as a result of the Commission's decision.

4. Please provide, for each HOA or billing party listed in response to (1) above, copies of all bills sent by Aqua to those parties from May 2009 to date.

**RESPONSE:**

The requested bills are contained on the enclosed CD labeled, "Staff Twenty Fifth Data Request Response."

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5. Please provide, for each HOA or billing party listed in response to (1) above, copies of all correspondence sent by Aqua to those parties from May 2009 to date.

**RESPONSE:**

Where applicable, the requested correspondences are contained on the enclosed CD labeled, “Staff Twenty Fifth Data Request Response.” However, there were several correspondences that were requested to be considered “Confidential” by one of the association’s attorney. These correspondences were used during the resolution process of the complaints. AUF has honored the attorney’s request and has not provided copies.

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

cc: Bruce May, Holland & Knight  
Office of Commission Clerk  
Patricia Christensen, Office of Public Counsel  
Kimberly A. Joyce, Aqua America, Inc.

**South Seas accounts with Deduct Meters**

<b><u>Account Name</u></b>	<b><u>Deduct Meter Location</u></b>
Bayside Condominium Association	Left Side of Road facing Bayside Villas. Deduct Meter is above grade n Horizontal pipe next to shrubs. Potable meter is within 3 feet of 1 inch deduct meter.
Beach Cottages Condominium Association	New Deduct meter installed. Located on the North side of entrance way under the second set of shrubbery west of the six individual water meters on the opposite side of the driveway, (parking Lot side)
SSP Beach Home Condominium Association 1- 13	Adjoining the Pool Pump Building next to outside shower. Located in meter box above grade
SSP Beach Home Condominium Association 14-26	Adjoining the Pool Pump Building on Northe Side, behind shower, under shrubs. Located in meter box at Grade.
SSP Beach Home Condominium Association 27 - 33	Adjoining the Pool Pump Building next to outside shower. Located in meter box above grade
Beach Villas III Condominium Association	The beach walkway between 2500 and 2600 Condominiums. Located approximately 50 feet west of the units, 10 feet to the south of the walkway in a meter box.
Gulf Beach Villas	Entrance to Gulf Beach Villas on North side of Road near first Power pole. Approximately 10 feet from Main water meter near irrigation backflow prevention and irrigation meter boxes.
Marina Villas	No Deduct Meter showing on account, Ever.
Sandrift Property Owners Association (Residential)	N/A
Sunset Beach Villas Condominium Association	Under Sunset Condominiums enter at 2200 sign, next to North west pillar mounted on column.
Tennis Villas Condominium Association	Under Tennis Villas Condominium @ address 3100, behind air conditioner compressors, no lighting.
SSP Beach Homsites Property Association (Residential)	N/A