

Diamond Williams

100330-WS

From: Kenneth Curtin [Ken.Curtin@arlaw.com]
Sent: Monday, April 18, 2011 5:08 PM
To: Filings@psc.state.fl.us
Cc: D. Bruce May, Jr.; dbussey@hotmail.com; Kelly Sullivan, Esquire; KELLY.JR@leg.state.fl.us; kajoyce@aquaamerica.com; Patty Christensen (Christensen.patty@leg.state.fl.us); Robert Lloyd; William Coakley
Subject: Aqua Utilities Florida, Inc. Rate Action (Dkt. No. 100330-WS) - Notice of Filing Additional Resident Interviews
Attachments: 3580_001.pdf

Electronic Filing

a. Person Responsible for this electronic filing:

Kenneth M. Curtin, Esquire
 Adams and Reese LLP
 150 Second Avenue North, Suite 1700
 St. Petersburg, Florida 33701
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b. Docket No. 100330-WS

In Re: 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.

c. Document being filed on behalf of YES Companies, LLC d/b/a Arredondo Farms

d. There is a total of 6 pages

e. The document attached for electronic filing is YES Companies, LLC d/b/a Arredondo Farms' Notice of Filing the Additional Attached Resident Interviews in Conjunction with its Memorandum of Law in Opposition to Aqua Utilities Florida, Inc.'s Rate Increase Application

Thank you for your cooperation and attention to this matter.

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DOCUMENT NUMBER-DATE

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4/19/2011

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| Washington, D.C.**

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4/19/2011

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: 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.

DOCKET NO. 100330-WS

Filed: April 18, 2011

**INTERVENER, YES COMMUNITIES, INC. D/B/A
ARREDONDO FARMS', NOTICE OF FILING OF FILING ADDITIONAL
RESIDENT INTERVIEWS IN CONJUNCTION WITH ITS MEMORANDUM OF
LAW IN OPPOSITION TO AQUA UTILITIES FLORIDA, INC.'S RATE
INCREASE APPLICATION**

Intervener, Yes Communities, Inc. d/b/a Arredondo Farms ("YES"), by and through its undersigned counsel, files this its Notice of Filing the Additional Attached Resident Interviews in Conjunction with its Memorandum of Law in Opposition to Aqua Utilities Florida, Inc.'s Rate Increase Application on the date provided below in the Certificate of Service.

Respectfully submitted,

ADAMS AND REESE, LLP
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Kenneth M. Curtin, Esquire
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By: s/David S. Bernstein
David S. Bernstein
FL Bar No. 454400
s/ Kenneth M. Curtin
Kenneth M. Curtin
FL Bar No. 087319
Attorneys for Intervener Yes

CERTIFICATE OF SERVICE

I HEREBY CERTIFY a true and correct copy of the foregoing has been furnished via email (where provided below) and U.S. Mail on April 18, 2011 to: **Kimberley A. Joyce, Esq.**, Aqua American, Inc., 762 West Lancaster Avenue, Bryn Mawr, PA 19010 (kajoyce@aquaamerica.com); **D. Bruce May, Jr., Esq.**, P.O. Box 810, Tallahassee, Florida 32302-0810 (bruce.may@hklaw.com); **J.R. Kelly, Esq. and Patty Christensen, Esq.**, Office of Public Counsel, c/o Florida Legislature, 111 W. Madison Street, Room 812, Tallahassee, Florida 32399-1400 (Kelly.jr@leg.state.fl.us) and Christensen.patty@leg.state.fl.us; **Robert Lloyd**, P.O. Box 63, Captiva, Florida 33924 (Rlloyd1@aol.com); **William Coakley**, 5934 Lake Osborne Drive, Lantana, Florida 33461 (wdco@comcast.net); **David L. Bussey**, 4948 Britni Way, Zephyrhills, Florida 33541 (dbussey@hotmail.com); **Kelly Sullivan, Esq.**, 570 Osprey Lakes Circle, Chuluota, FL 32766-6658 (kelly.sullivan.woods@gmail.com).

s/ Kenneth M. Curtin
Attorney

March 22, 2011

Statement regarding interview with Resident
By Kim Kurz, Director of Special Projects, Yes Communities, Inc

Monica Thomas: 7117 SW Archer Rd. #2321
352-353-9357

Met with Monica Thomas at her home to discuss the water provided by AQUA Utilities. She has owned her home in the community since December 2007. She had several complaints.

Her first complaint is a major billing problem. She received a \$900+ charge on her bill in October 2010. When she called AQUA's customer service line, she was told that they had neglected to charge her for sewer for a period of time and was now back billing her. Monica told them that she would not be able to pay the full bill. They refused to allow her to pay on a payment plan. They turned her water off in December. Her two children had to move to their grand-mother's home while they were without water. She ended up borrowing money in order to pay the balance in full which was required to get the water turned back on.

She also states that the water often smells of bleach.


Kim Kurz


Date

This statement is true and accurate.


Monica Thomas


Date

Attachment(s): Original complaint filed with Arredondo Farms office and PSC website
Copies of bills of large back sewer charge. Monica called AQUA to authorize,
waiting on copies from AQUA.

March 23, 2011

Statement regarding Interview with Resident

By Kim Kurz, Director of Special Projects, Yes Communities, Inc

Teresa Jarvis: 7117 SW Archer Rd. #2
352-262-8604

Met with Teresa Jarvis at her home to discuss the water provided by AQUA Utilities. She has rented her home from the community since June 2008. She had several complaints.

Her first complaint is that the water is disgusting. She will not drink it or allow her 2 kids to drink it. She has a 7 month old and a 9 year old. They do cook with it since it is boiled first. The water stains dishes and you need special cleaning products to get stains off shower doors and other surfaces.

The water is too expensive especially for the lack of quality. When she first moved in the water ran about \$60 per month. Her household of 4 pays over \$120 per month, a 40-50% increase. This in addition to purchasing bottled water is extreme.



Kim Kurz

3/23/11
Date

This statement is true and accurate.



Teresa Jarvis

4/11/11
Date

Attachment(s): Original complaint filed with Arredondo Farms office

March 23, 2011

Statement regarding interview with Resident
By Kim Kurz, Director of Special Projects, Yes Communities, Inc

Michelle Einmo: 7117 SW Archer Rd. #2604
352-374-9555

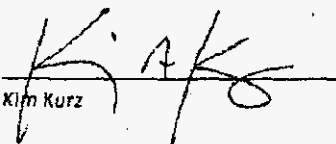
Met with Michelle Einmo at her home to discuss the water provided by AQUA Utilities. Michelle, her husband Eric, and their 3 children have lived in their home in the community since October 2006. They own their home and purchased it new.

Michelle's first concern is regarding her children's dental history. When her family moved to Arredondo Farms her oldest daughter was 7 years old; her son was 1; and her 2 year old was born after they moved in. Her daughter had no cavities when they moved to Arredondo. She now has 3 fillings. Her middle son has 9 cavities and 2 of them require crowns. Her youngest already has one cavity. She wants to know whether the water has to contain certain levels of fluoride. She is willing to pull together dental records if necessary.

They have experienced very hard water. It leaves a film and spots on everything. It requires extra expenses for detergent and cleaners. In addition, it has ruined a number of her appliances. The home is just out of warranty. Her hot water heater keeps tripping the breaker. They believe it needs to be replaced due to sediment from the water. Their refrigerator water line is clogged and frozen. The dishwasher jet dry pump is clogged or jammed. She has replaced her coffee maker due to deposits that no longer was able to be cleaned.

In about 2008, they received a bill from AQUA for \$999,000 which was obviously an error. After speaking to a number of levels of supervisors in the customer service department, someone agreed to correct the problem. The problem was due to the meter being swapped for a new one. The beginning reading was from the old and the ending from the new resulting in a full meter turn and usage of millions of gallons. The Einmo's thought they had the problem rectified but later began receiving collection calls from AQUA regarding their outstanding balance. Unfortunately it happened so long ago, they no longer have copies of their bills.

Finally, this family of 5 pays on average about \$180-200 for water each month. A 40-50% increase from only a couple years ago. This in addition to purchasing bottled water is extreme.


Kim Kurz Date 3/23/11

This statement is true and accurate.


Michelle Einmo Date 4/11/2011

Attachment(s): Original complaint filed with Arredondo Farms office

March 23, 2011

Statement regarding interview with Resident

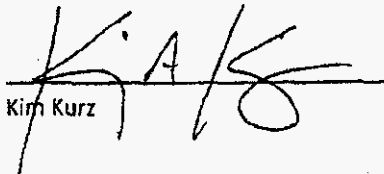
By Kim Kurz, Director of Special Projects, Yes Communities, Inc

Virginia Witt: 7117 SW Archer Rd. #2602
352-375-1213

Met with Virginia at her home to discuss the water provided by AQUA Utilities. She has owned her home in the community since 2001. She is a senior on fixed income and is only one in her household. She has several complaints.

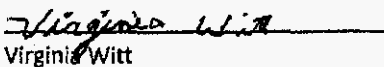
Virginia does not drink the water. It tastes terrible. It also leaves spots on everything. She pays monthly for a water softening system. \$38 per month for the softener system and about \$15 per month for salt. She changed companies and even for the short period without the softener she could not stand the water quality.

The other issue is that her bill and usage has been very consistent between 1800-2300 gallons. March 2011 bill is now 4,800 gallons and cost is \$125.25. I read her meter and determined that it was not moving. She said she has experienced no leaks.


Kim Kurz

3/23/11
Date

This statement is true and accurate.


Virginia Witt

4-11-2011
Date

Attachment(s): Original complaint filed with Arredondo Farms office and PSC website
Copy of high usage bill