

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

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.

_____ /

PROCEEDINGS: GREENACRES SERVICE HEARING

COMMISSIONERS
PARTICIPATING: CHAIRMAN ART GRAHAM
COMMISSIONER LISA P. EDGAR

DATE: Monday, August 29, 2011
TIME: Commenced at 6:00 p.m.
Concluded at 8:17 p.m.

PLACE: Greenacres City Hall
City Commission Chambers
5800 Melaleuca Lane
Greenacres, Florida 33463

REPORTED BY: JANE FAUROT, RPR
Official FPSC Reporter
(850) 413-6734

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FLORIDA PUBLIC SERVICE COMMISSION

FPSC-COMMISSION CLERK

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1 APPEARANCES:

2 D. BRUCE MAY, JR., ESQUIRE, and GIGI ROLLINI,
3 ESQUIRE, Holland & Knight LLP, Post Office Drawer 810,
4 Tallahassee, Florida 32302-0810, appearing on behalf of
5 Aqua Utilities Florida, Inc.

6 J. R. KELLY, PUBLIC COUNSEL, and PATRICIA
7 CHRISTENSEN, ESQUIRE, Office of Public Counsel, c/o The
8 Florida Legislature, 111 W. Madison Street, Room 812,
9 Tallahassee, Florida 32399-1400, appearing on behalf of
10 the Citizens of the State of Florida.

11 CAROLINE KLANCKE, ESQUIRE, FPSC General
12 Counsel's Office, 2540 Shumard Oak Boulevard,
13 Tallahassee, Florida 32399-0850, appearing on behalf of
14 the Florida Public Service Commission Staff.

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P R O C E E D I N G S

1
2 **CHAIRMAN GRAHAM:** Good evening, everyone.

3 (Audience response.)

4 Come on, you can do better than that. Good
5 evening. (Audience response.)

6 There you go. I want to welcome y'all here.
7 This is our first in a series of ten Aqua Utility
8 service hearings. For the record, my name is Art
9 Graham, and I'm currently the Chair at the PSC. I'm
10 joined with Commissioner Lisa Edgar.

11 And for the record, we want to make sure --
12 the date is Monday the 29th of August, 2011, and Docket
13 Number 100330.

14 With that all being said, Staff, I need you to
15 read the notice.

16 **MS. KLANCKE:** By notice, this time and place
17 has been set for a customer service hearing in Docket
18 100330-WS, application for increase in water and
19 wastewater rates in Alachua, Brevard, DeSoto, Hardee,
20 Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
21 Polk, Putnam, Seminole, Sumter, Volusia, and Washington
22 Counties by Aqua Utilities Florida, Inc.

23 **CHAIRMAN GRAHAM:** Any preliminary matters?

24 **MS. KLANCKE:** We have a few preliminary
25 matters with respect to the exhibits. In particular,

1 staff at this time would like to note that Exhibit
2 Number 1 has been reserved for Staff's Comprehensive
3 Exhibit List. This exhibit list will be addressed at
4 the hearing.

5 Item Number 2, staff would like to request to
6 be reserved for the late-filed utility response to the
7 sworn customer testimony that is going to be heard at
8 this and the other service hearings. In addition, staff
9 would like to note that this utility response will be
10 late-filed on November 3rd. If it is acceptable to you,
11 we can just label this as an exhibit named Utility
12 Response.

13 **CHAIRMAN GRAHAM:** Okay.

14 **MS. KLANCKE:** In addition, staff would like,
15 at this time, to enter the notice, which is a composite
16 exhibit containing the notices and affidavits with
17 respect to publication for the Greenacres, North Fort
18 Myers, Sebring, and Chuluota Service Hearings. We would
19 like to identify that as Exhibit Number 3. The exhibit
20 name, if it's acceptable, shall be specified as Notice
21 Composite Exhibit.

22 (Exhibit 3 marked for identification. Exhibit
23 Numbers 1 and 2 reserved.)

24 **CHAIRMAN GRAHAM:** All right. Is that all the
25 preliminary matters?

1 **MS. KLANCKE:** Yes, sir.

2 **CHAIRMAN GRAHAM:** Okay. Let's take
3 appearances of counsel. Who do we have?

4 **MR. MAY:** Mr. Chairman, I'm Bruce May with the
5 law firm of Holland and Knight appearing today on behalf
6 of Aqua Utilities Florida. To my left is Mr. Rick Fox.
7 Mr. Fox is the president of Aqua Utilities Florida, and
8 at the appropriate time, Mr. Fox would like to make some
9 very brief opening remarks.

10 **CHAIRMAN GRAHAM:** Okay. Public Counsel.

11 **MS. CHRISTENSEN:** Patty Christensen with the
12 Office of Public Counsel, and with me is J.R. Kelly, who
13 is the Public Counsel. And at the appropriate time, Mr.
14 Kelly would also like to address the crowd. And I
15 guess, as a preliminary matter to Composite Exhibit
16 Number 2, Aqua's responses to customer testimony, we
17 would like the opportunity at the time that they file it
18 to look it over. And if we have any objections to the
19 responses, be able to file it at the appropriate time.

20 **CHAIRMAN GRAHAM:** That seems reasonable.

21 Any other attorneys of record in the building?

22 No? All right. We have done all the
23 preliminary stuff. I want to thank you all for coming
24 out. And this is an opportunity for us to hear from you
25 firsthand on Aqua Utility, how the service is being

1 provided, your thoughts, positive or negative, and
2 anything you want to get on the official record.

3 At the correct time, we're going to swear in
4 anybody that's going to be speaking. You actually are
5 going to be giving actual testimony here. So all the
6 laws and rules of being sworn in, and perjury, and all
7 that stuff all apply. So I just want everybody to know
8 that going in.

9 Let's see, what do we have next? Oh,
10 introduce staff. The staff that we have here from the
11 PSC, starting at the far end, Andrew Maurey and Marshall
12 Willis and Carolyn Klancke. And they will be here
13 keeping me out of trouble and keeping me straight. We
14 have sign-up forms. My understanding is -- Ms. Klancke,
15 what is the difference in the color of the sign-up
16 forms?

17 **MS. KLANCKE:** The sign-up forms are located on
18 the table just outside of the door. Dick Durbin,
19 sitting here, who is currently waving, is facilitating
20 the sign up for customer testimony. If any of you would
21 like to provide testimony during this proceeding, please
22 feel free to sign up at this time, even if you haven't
23 done so thus far. In addition, we have for your review
24 some information that is contained in a blue packet
25 labeled *Special Report* containing some pertinent

1 information with respect to this docket.

2 **CHAIRMAN GRAHAM:** Okay. I think we're now
3 ready for opening statements. So let's start with Aqua
4 Utility.

5 **MR. FOX:** Good evening. My name is Rick Fox
6 and I'm the president of Aqua Utilities Florida. Before
7 I begin, we have a number of AUF employees here that
8 will be available to answer any service issues the
9 customers may have. Present today are Harry
10 Householder, Manager of Operations Statewide, Stacey
11 Barnes, Customer Field Service Manager, Tricia Williams,
12 our head environmental engineer, and Stan Epperly, our
13 Area Coordinator for Southern Florida.

14 These AUF employees, who are in the back of
15 the room, have computer access and can go into your
16 account and hopefully address any of the issues that you
17 may have. So please feel free to contact any of them at
18 your convenience.

19 Commissioners, I would like to thank you for
20 the opportunity to speak briefly to our customers this
21 evening. But, more importantly, thank you for giving us
22 a chance to listen to our customers and to hear what
23 they have to say. At the end of the day, we are a
24 service company and we value all customer input on the
25 services we provide. We know there is never a good time

1 to ask for an increase in rates. No one wants to pay
2 more for water, or for electricity, or for anything else
3 for that matter. Yet we also know that everybody wants
4 and needs and demands reliable water service. That
5 comes with a cost, and that's why we are here today.

6 Our rate case is fundamentally driven by the
7 cost of the improvements that we have made to our
8 utility systems. I would like to take just a minute to
9 go over some of those improvements. Over the past three
10 years, Aqua has spent over \$11 million on capital
11 projects to comply with environmental regulations as
12 well as to improve water and wastewater quality,
13 service, and reliability for our customers. These
14 projects include things such as rehabilitating and
15 replacing tanks, upgrading electrical systems, replacing
16 pumps and meters, and adding new interconnections.

17 At our Lake Osborne system, we purchase water
18 from Lake Worth. However, we do incur additional costs
19 to operate and manage and maintain the distribution
20 system. With respect to that distribution system in
21 Lake Osborne, we have listened to your concerns about
22 water pressure. To address those concerns, we installed
23 a second interconnection to improve water pressure
24 during peak demands. This improvement will also enhance
25 fire flow. In addition, we have installed new water

1 meters, meter pits and valves to maintain and improve
2 reliable service.

3 We understand that you, as customers, expect
4 water service to be reliable, reasonably priced, and
5 provided in an environmentally sound manner. I want you
6 to know that we are committed to meeting that
7 expectation. As outlined in our filings, the vast
8 majority of the costs that drive this rate case are
9 directly related to these infrastructure improvements,
10 which I have described. Our company continuously
11 monitors and takes aggressive measures to control costs.
12 However, the cost of the system improvements that we
13 have made can no longer be absorbed by our company
14 without an increase.

15 I know a lot of you want to speak, and we are
16 here to listen, so I just want to thank you for coming
17 and taking time out of your day to be here. I look
18 forward to hearing what you have to say, and I will be
19 available after the meeting to answer any questions that
20 you may have. Thank you.

21 **CHAIRMAN GRAHAM:** Next we'll have Public
22 Counsel.

23 **MR. KELLY:** Thank you, Mr. Chairman. I'm
24 going to turn around and give you my back a little bit
25 because I like to turn around and look at my clients as

1 I'm speaking. Good evening and thank you all very much
2 for attending tonight. My name is J.R. Kelly. I'm with
3 the Office of Public Counsel. And to let you know, we
4 are the office that is given the authority to represent
5 you, the ratepayers, in this proceeding. We are not
6 part of the Public Service Commission. We work for the
7 Legislature on your behalf.

8 We are here today because we protested, along
9 with some other intervenors, the Commission's order
10 entered a couple of months ago granting Aqua a
11 \$2.61 million rate increase that we do not believe is
12 justified based upon the evidence that we are going to
13 provide in the hearing and in this proceeding.

14 Just to give you a little quick rundown of the
15 issues that we think are important and that we are going
16 to have some good evidence to prove on your behalf.
17 Number one, we do not believe the quality of service
18 that Aqua is providing is satisfactory. We believe it
19 is unsatisfactory. Based upon the evidence we're going
20 to show, we believe the impact of the Commission finding
21 the quality of service unsatisfactory should be a lower
22 rate of return that is granted to the company.

23 We object to certain what are considered pro
24 forma additions to the rate base, meaning investments
25 that will go into the rate base that you would pay for

1 as a customer. We have some disagreements over what is
2 called used and useful. The bottom line is this, we
3 don't believe you should pay for anything that is not
4 100 percent used by and useful for you, the ratepayer.
5 We believe Aqua has overstated their test year revenues
6 based upon weather, billing errors, and some other
7 economic conditions. We also strongly object to Aqua's
8 affiliated costs that have been allocated to its parent
9 company in Pennsylvania. We believe those are
10 unreasonable and unnecessarily high.

11 Last -- or, excuse me, next to last we contend
12 that the rate case expense that Aqua is charging in this
13 matter is not reasonable. And the last issue we're
14 going to submit evidence on your behalf deals with the
15 affordability of the rates that are generated by the
16 increase in the revenues that Aqua is asking for.

17 To the extent that we are representing you, we
18 have engaged experts on your behalf. They are poring
19 through the evidence now, and will be testifying on your
20 behalf in the coming months and will attend at the
21 hearing and also submit testimony.

22 Now, folks thank you so much for being here
23 tonight. This is so important that you participate.
24 Your voice is important. I can get up here and speak
25 all night long. It's not going to matter. They don't

1 want to hear from me. They want to hear from you. So,
2 please, please take this opportunity and share your
3 feelings, your comments on Aqua's quality of service and
4 any other issues that you want to bring up, good, bad,
5 whatever. I simply ask, be truthful. When you come up
6 here, be truthful.

7 Number two, speak to the quality of Aqua's
8 service. What do you feel about it; good, bad. Is it
9 the same today as it was three years ago? Has it
10 improved? Tell us. Please tell the Commissioners up
11 here the impact that the rate increase will have on you.
12 How will it affect you and your lifestyle, and basically
13 the affordability aspect to your way of living.

14 And last, if you can, we would like to hear
15 from you the impact of the rate increase to your
16 community. Has it affected the value of your homes,
17 your neighborhoods, how does it match up with
18 neighboring neighborhoods, et cetera. Please share that
19 information. But most importantly, just come up here
20 and speak. You don't have to eloquent. You don't have
21 to be a great orator. Just be truthful and tell these
22 folks up here how this rate increase will impact you.

23 Thank you very much.

24 Thank you, Mr. Chair.

25 **CHAIRMAN GRAHAM:** Thank you, sir.

1 Now, if you are one that wants to come and
2 speak, Public Counsel will call you up one at a time.
3 There is no rush. We are here for you guys, so don't
4 feel threatened, and take your time to explain whatever
5 your point of view is and know that you may be
6 cross-examined by some of the other utilities -- I'm
7 sorry, some of the other attorneys that may want to ask
8 you questions or may want to ask for you to clarify a
9 statement that you made, or who knows. We will make
10 sure that everybody stays within reason, but we want you
11 to take your time and make your point. That all being
12 said, if you turn in a card or if you sign up on a list
13 saying you are one of the speakers, I need to ask you to
14 stand and raise your right hand.

15 (Witnesses sworn.)

16 **CHAIRMAN GRAHAM:** Now, when you get up here,
17 you will probably also be asked by Public Counsel again
18 if you were already sworn, just so it says so on the
19 record. That all being said, Staff, are we ready?

20 **MS. CHRISTENSEN:** The first speaker that we
21 have is Kimberly Odenbreit. Odenbreit. If you can come
22 up to the stand. And when you get up there, reaffirm
23 that you plan to tell the whole truth and nothing but
24 the truth, and give us your name and your address.

25 **KIMBERLY ODENBREIT**

1 appeared as a witness and, swearing to tell the truth,
2 testified as follows:

3 **DIRECT STATEMENT**

4 **MS. ODENBREIT:** My name is Kimberly Odenbreit,
5 1435 Crest Drive, Lake Worth, 33461. And I swear to
6 tell the truth, the whole truth, and nothing but the
7 truth.

8 Okay. I have lived in my house since 1988,
9 and the water prices have gone up over the last several
10 years more than the first several years. And I haven't
11 seen many improvements. I have seen some, not many.
12 And it concerns me that the last time the rates went up,
13 every few days you would see another house having a well
14 sunk in. If you want to sell more water, you're not
15 going to do it by raising prices, because people are
16 trying to use less. Many people stopped watering their
17 grass altogether because of the price of water, and
18 that's why they would rather spend money on a well than
19 buy water from somebody.

20 My other concern with more rate increases is I
21 have a number of neighbors who are unemployed. They can
22 only cut back so much. They need water, and they need
23 to wash their clothes, they need to shower and do
24 necessary things that all need water. And I'm speaking
25 for those who aren't here, because I do have immediate

1 neighbors who are unemployed and not here tonight. One
2 neighbor in particular doesn't know what else she can
3 stop using. Those are my main concerns.

4 **CHAIRMAN GRAHAM:** Thank you. Hold on just a
5 second. Aqua.

6 **MR. MAY:** Ms. Odenbreit, I'm Bruce May, the
7 attorney for Aqua.

8 **MS. ODENBREIT:** Yes.

9 **MR. MAY:** We are going to filing a responsive
10 pleading, as you heard earlier, so I want to make sure
11 we have your correct name. Could you spell your name?

12 **MS. ODENBREIT:** O-D-E-N-B-R-E-I-T.

13 **MR. MAY:** Thank you very much.

14 **MS. ODENBREIT:** I do have one other concern.
15 The way the rates are on the bill, it's tiered. Each
16 gallon of water does not cost the same. And really my
17 first gallon of water should cost the same as my last
18 gallon of water. Not three times as much. That just
19 seems absurd, because it's the same as the last, but the
20 price is not the same. That's when I saw my bill really
21 jump is -- I might be just a little bit over, but that
22 little bit over really jumped my bill up. That doesn't
23 seem right to me. Thank you.

24 **CHAIRMAN GRAHAM:** Thank you, ma'am.

25 (Applause.)

1 **CHAIRMAN GRAHAM:** Now, we are not going have
2 any clapping and stuff like that. I know there may be
3 things out here that are said that you want to spirit
4 on, but we just need get through this as peaceful and as
5 quiet as possible.

6 **MR. MAY:** Mr. Chairman, I don't want to
7 interrupt the flow of the conversation. We want to
8 listen to the customers, and I think it might be helpful
9 for us if you could have the customer spell their name
10 so that we could have it for our records.

11 **CHAIRMAN GRAHAM:** Okay. So after you get
12 called up here, you just need to give your name and
13 address for the record. And please spell your last name
14 just so everybody has it.

15 **MS. CHRISTENSEN:** The next customer we have is
16 Eleanor Cummings.

17 **ELEANOR CUMMINGS**

18 appeared as a witness and, swearing to tell the truth,
19 testified as follows:

20 **DIRECT STATEMENT**

21 **MS. CUMMINGS:** I'm Eleanor Cummings,
22 C-U-M-M-I-N-G-S. And I swear I'm telling the truth.

23 Now, I would like to have everyone see my
24 bill. At Christmas time -- at Christmas time last, I
25 got a bill for \$325. Now, I'm 82. I am on Social

1 Security. My daughter is retarded and she is on
2 disability. And so what do we use water for that I
3 would use \$325 worth? We shower, we wash clothes, but I
4 had a -- after I got the bill, I have a plumber, and he
5 said that he found a little problem with the toilet.
6 Regina's toilet, you had to jiggle the handle. But he
7 said there isn't anything that would cause this bill of
8 that much money.

9 I'm sorry, I have a gravelly voice. Anyways,
10 after the \$325 bill, they told me that since it was
11 Christmas, I could pay half of it in January. And in
12 January they charged me an extra \$5 for being late. And
13 then in January my bill was 125, and since then I have
14 had an \$80 bill. My bill this month is \$49, but it is
15 always different. I know you can see the graph.

16 **CHAIRMAN GRAHAM:** Ms. Cummings, we have a copy
17 of your bill here, and actually we will enter this into
18 the record, and we will label this Exhibit 4.

19 (Exhibit 4 marked for identification.)

20 **MS. CUMMINGS:** Now, in the old days when Aqua
21 first took over, my bill was between, oh, 18 and \$25.
22 And since you upped the rates, it's always 35 to 49, but
23 it's always different. And I have a shower every day
24 and I do laundry every couple of days, but it's always
25 the same, so why is the bill different.

1 By the way, I have a well for the lawn. I
2 have very green grass, but I don't understand this bill
3 at all. It goes on, so what should I do? You know, we
4 didn't have a Christmas tree this year. We had a phony
5 Christmas tree, and my daughter was very upset because
6 it doesn't smell. And very few Christmas presents, I'm
7 afraid. And I don't want this to go on. If I had to
8 pay more than 49.44, how could I do it? That's all. I
9 just don't know what to do.

10 **CHAIRMAN GRAHAM:** Thank you, Ms. Cummings.
11 Hold on just a second.

12 **MR. MAY:** Ms. Cummings, thank you for coming.
13 I'm Bruce May representing Aqua this evening. And,
14 again, thank you very much for coming. And thank you
15 for providing this bill. We're taking a look at it.

16 Mr. Barnes has run this account number, and
17 our records show that you received a leak adjustment
18 refund in February of this year in the amount of \$431.

19 **MS. CUMMINGS:** No, I never received any refund
20 ever. I would be thrilled to receive --

21 **CHAIRMAN GRAHAM:** Ms. Cummings, if you could
22 speak into the microphone, please.

23 **MS. CUMMINGS:** I would be thrilled to receive
24 \$431, but I didn't. I have never received a refund. In
25 December they did say, well, with people with these big

1 bills, we sometimes give them a little refund, but I
2 never got one.

3 **MR. MAY:** Thank you, Mr. Chairman.

4 **CHAIRMAN GRAHAM:** Ms. Cummings, thank you very
5 much for coming out today.

6 **MS. CUMMINGS:** Uh-huh.

7 **COMMISSIONER EDGAR:** Mr. Chairman, if I could
8 ask a brief question.

9 **CHAIRMAN GRAHAM:** Ms. Cummings?

10 **COMMISSIONER EDGAR:** No, of Mr. May. But,
11 thank you.

12 Mr. May, since you raised that possibility of
13 a refund being issued to customers in certain instances,
14 how would that work in the way that you have described?
15 If there had been one for Ms. Cummings, but also
16 generally, is that a check that would be received, would
17 actually be received by the customer at a later date, or
18 is it a credit on a bill, or how would that work?

19 **MR. MAY:** It could work in a couple of ways.
20 And, by the way, Ms. Cummings, we will be glad to talk
21 with you after the hearing and try to get to the bottom
22 of this and find out where that refund is. But our
23 records do show the refund was made.

24 The refund can be made in two ways. One,
25 there can be a check, but there can also be -- more

1 prevalent there can be a credit to a bill, so you
2 wouldn't receive a check, but there may be a credit to a
3 bill. And we do have -- the company does have a leak
4 adjustment credit policy where there is a demonstrated
5 leak, which in this case there was a plumber that came
6 out and found a leak, and our records show that a refund
7 was made. Whether it was by check or by credit, we will
8 have to check that.

9 **COMMISSIONER EDGAR:** And the way -- with the
10 copy of the bill that we have, it does show the bar
11 graph with the water usage history over the course of a
12 year. If there were to have been a credit, does the bar
13 graph still demonstrate the usage versus the amounts
14 that the customer would be billed for using that month?

15 **MR. MAY:** The bar graph demonstrates just
16 usage.

17 **COMMISSIONER EDGAR:** So if a credit had been
18 issued, obviously that would not show a lower amount for
19 that month.

20 **MS. CUMMINGS:** I would like to mention one
21 other thing.

22 **COMMISSIONER EDGAR:** Ms. Cummings, you will
23 need to come to the microphone, if that's all right with
24 you, Mr. Chairman.

25 **MS. CUMMINGS:** I would like to mention one

1 other thing. At the time I got the \$300 bill, I went
2 out and tried to read my meter. I had to dig down
3 six inches of dirt in order to get to the face of the
4 meter. And I mentioned it to the people on the
5 telephone, the ones I called up and talked to, and they
6 said, oh, well, we don't read the meters. We just go by
7 in a car and we put a gadget out and it reads the meter.
8 Well, I don't know, but other people have said they have
9 new meters. I never got a new meter. If I did, they
10 sneaked it in when I was not looking. But it's down in
11 six inches of dirt, so --

12 **CHAIRMAN GRAHAM:** Thank you, Ms. Cummings.

13 **COMMISSIONER EDGAR:** Mr. May and Mr. Rich
14 (sic), you do have customer service people who will
15 further look into Ms. Cummings' concerns?

16 **MR. MAY:** Absolutely.

17 Ms. Cummings, I know it's a lot of effort for
18 you to get here tonight. I might suggest if you can
19 wait until the end of the hearing, if you would like to
20 talk with some of the customer service representatives
21 right now, that would be fine, as well.

22 **MS. CUMMINGS:** Who would you like me to speak
23 with?

24 **MR. MAY:** Mr. Barnes, who is in a blue shirt.

25 **CHAIRMAN GRAHAM:** Ms. Cummings' bill is going

1 to be an exhibit named Cummings' bill, and it is Exhibit
2 Number 4.

3 Ms. Christensen, you're up.

4 **MS. CHRISTENSEN:** The next customer we have
5 signed up is William Coakley.

6 **WILLIAM COAKLEY**

7 appeared as a witness and, swearing to tell the truth,
8 testified as follows:

9 **DIRECT STATEMENT**

10 **MR. COAKLEY:** My name is William Coakley,
11 C-O-A-K-L-E-Y, 5934 Lake Osborne Drive. And I am the
12 president of the Lake Osborne Estates Civic Association.
13 And, Commissioners, thank you for taking the time to
14 come and hear what we have to say.

15 I'm going to try to summarize some of it, and
16 then I think some of the people here will fill in some
17 of the blanks. And Aqua Utilities, Mr. May, thank you
18 for coming. And most of all, I want to thank the crew.
19 Thank you for coming and your community appreciates
20 that.

21 What we have is with the imposition of
22 these higher rates, what it has effectively done is
23 blighted our community to the extent it has affected
24 home sales in the sense of curb appeal, since now we
25 have a lot of ones that are turning to weed farms.

1 Lawns that used to be pristine, beautiful. I have a
2 neighbor two houses up that is a perfect example,
3 and he just refuses to spend three to four hundred
4 dollars a month watering his lawn. He can't. So
5 now it's slowly deteriorating. You see the brown
6 spots and where the chinch bugs get it when the lawn
7 is stressed. So there is that blight. The onset of
8 which we can see visibly due to these rates, because
9 not everybody has a well, as I do, and I am most
10 fortunate to have it.

11 This has created what I have referenced
12 before as an idiot loop, and what I mean by that is
13 it's an Economics 101 issue. You raise the price,
14 demand goes down. Wow. Now, you don't have
15 revenues that you projected you were going to make,
16 and so you raise the price, and then revenues go
17 down. And so I want to know, and I'm hoping the
18 Service Commission will address this, at what point
19 is that loop -- at what point are you going to
20 intercede and stop it, because it will continue?

21 They a year and a half ago, and I'm
22 talking just rates, not rates combined with the
23 meter fee and all that, just the rate, a 250 percent
24 rate increase. A year and a half later they come
25 back for another 30 to 55 percent, depending on your

1 usage. That is extremely burdensome to the public
2 to be subjected to the thing that you need the most.
3 Life depends on it. The beauty of your property,
4 the appeal of your community depends on water. And
5 we believe that the monopoly that controls it has
6 overextended their welcome in raising these rates
7 and being able to justify it. I certainly can't
8 justify it when I keep seeing more and more. And
9 when will it stop? That's what we want to know.

10 And there is also a credibility issue
11 here, I think, and Aqua may want to address this. I
12 received an e-mail from Curt Mouring (phonetic) that
13 explained a couple of things, but the first one I
14 want to touch on is the water main break that many
15 of these people experienced and we know about. And
16 in the brief explanation Mr. Mouring said, well, the
17 break occurred at 9:00 o'clock, and by 11:00 o'clock
18 a contractor was on-site. All the water in Lake
19 Osborne had to be turned off, because this was a
20 major break. And it gave this really beautiful and
21 convincing assessment of how Aqua handled that water
22 main break.

23 But here is the truth of what happened.
24 It broke at 9:00 o'clock. By 11:00 o'clock, yes, a
25 representative was there with a plastic shovel. He

1 had no maps, didn't know where any valves were, he
2 couldn't do anything. They said that the contractor
3 was on-site 7:00 a.m. the next morning to fix it.
4 No, they weren't. It was 11:00 o'clock before they
5 even showed up. So for 12 hours the water ran into
6 the sewer. Twelve hours that Aqua failed to respond
7 to a major crisis. Our water pressures were down to
8 nothing in some areas.

9 So specifically, maybe we could deal with
10 this in terms of seeing where Mr. Mouring got this
11 information. Because he said Aqua indicated, he
12 didn't say or give me the attachment of an e-mail
13 they may have sent explaining it. So I would think
14 that would need to be looked into as a service
15 issue. Why could they not fix it? Why didn't they
16 know where the valves were? Had the valves been
17 serviced recently under their tenure and ownership?
18 Not to my knowledge.

19 And then it said they contacted the media
20 for the boil water notice. No, they didn't. We
21 did. We had the media out there first thing in the
22 morning. So they may have followed up after the
23 fact, but they certainly were anything but proactive
24 at managing that emergency. So that is a matter of
25 deep concern for us. Now, that kind of gives me a

1 little chill, because here we have the report that
2 they gave and that you would have read, oh, how
3 wonderfully they reacted. But, in fact, they
4 didn't.

5 The next item affecting credibility here
6 is the stockholders report. My gosh, y'all come
7 down and see us now, because we're going to make
8 lots of money, and we do pay dividends, and things
9 are really going. We're a rock solid corporation.
10 We've been around forever, and we are going with to
11 pay. Come to the party. And then they write to you
12 and they say we are in dire financial straits. And
13 they use the word dire.

14 And so how did these conditions come
15 about? Well, apparently their projections were off,
16 which gets back to that loop I was talking about
17 where nobody apparently thought that if we raise the
18 price maybe demand would go down and our revenues
19 will go down. So what kind of proactive
20 administration of their business do they have that
21 these projections are consistently and constantly
22 off by such huge amounts that now they are back for
23 more money?

24 I also think, and I'm sure most of these
25 people here agree, that if a small company had taken

1 us over, and they said, okay, well, we don't have
2 tanks, and we don't have all this capital
3 improvement stuff we need to do, that our rate would
4 be much different than what it is. So this brings
5 into a question that I believe Office of Public
6 Counsel has brought up, and it is an essential issue
7 of fairness, that how is it that we are forced to
8 pay for the improvements on these other systems?

9 And I know this is nothing new to you, but
10 I do think that that really needs a serious
11 approach. Because if you are considering fair and
12 equitable, what is fair is let's take a situation.
13 Suppose this small company locally took it over and
14 what would they charge, what would their costs be?
15 And so another loop has come into play here, which
16 is the loop of how far are you going to let them go
17 in buying delapidated systems that they know they
18 are going to have to spend lots of money on before
19 you will stop them? Because they get to charge
20 everybody. A little innocent place like us that is
21 probably one hundred or two hundred miles --
22 somebody here I'm sure knows -- from the next
23 nearest Aqua facility, we are a pass-through system.
24 We don't have tanks, we don't have any of the stuff
25 that this gentleman mentioned, nothing, and yet we

1 are being forced to pay for everybody else.

2 And if you can't stop that loop, then I
3 would like to enter a suggestion on the record, that
4 as the Public Service Commission you break up this
5 monopoly. And I think you would find that there
6 would be a lot more equitableness, if that is a
7 word, and fairness in the way that water service
8 essential to the public is being delivered
9 efficiently, I think as your mission statement says,
10 and at a reasonable price.

11 So that's all I have. And I want to
12 thank, again, everybody for being here, and thank
13 you for entertaining me. I know I probably went a
14 little over my time, but I appreciate you not
15 interrupting me. And thank you very much. And
16 thank you all for being here.

17 **CHAIRMAN GRAHAM:** Hold on just a second.

18 Mr. May.

19 **MR. MAY:** No questions.

20 **CHAIRMAN GRAHAM:** All right. Sir, thank you.
21 He doesn't have any questions. Thank you very much for
22 coming.

23 Ms. Christensen.

24 **MS. CHRISTENSEN:** The next customer we have
25 signed up is Ken Berg.

KEN BERG

1
2 appeared as a witness and, swearing to tell the truth,
3 testified as follows:

DIRECT STATEMENT

4
5 **MR. BERG:** My name is Ken Berg, B-E-R-G. I
6 live at 1515 Shirley Court, Lake Worth, 33461.

7 Again, as other people have said, I appreciate
8 you listening to our concerns. Hopefully you can do
9 something for us. In getting ready for tonight, I went
10 to the Public Service Commission website and looked at
11 your mission statements, goals, et cetera. And it seems
12 like it all centers on being fair and giving the
13 utilities that you regulate the opportunity to earn,
14 earn -- it's right in the message statement -- their
15 increase.

16 For those of you not familiar with Lake
17 Osborne, as was stated, Aqua buys water from Lake Worth
18 Utilities. The only structure they have are the pipes
19 in the ground and the waters -- excuse me, the meters.
20 They replaced the meters not at our request, but because
21 they couldn't get accurate readings. That's the only
22 reason they replaced the meters.

23 Again, going to their investment, their
24 capital investment in Lake Osborne Estates. They have
25 none. They don't have a water tower. They don't have

1 pumps. They don't have treatment facilities. So how
2 can they charge us the same as a system that has all of
3 that infrastructure and expect to get capital investment
4 funds out of us? We receive no benefit, as Mr. Coakley
5 said, other than they provide the water that Lake Worth
6 does everything to.

7 The quality of the water is great. Lake Worth
8 Utilities does a great job. They don't even own the
9 meter that supplies our homes with water. Lake Worth
10 does. So the amount of infrastructure they want a rate
11 return on, I just don't see it.

12 At the last meeting, I presented a worksheet
13 on future monies that Aqua was going to be spending in
14 various areas of Florida. Lake Osborne Estates wasn't
15 on that list. Again, you want a fair return on your
16 capital investment. If you invest zero, a fair return
17 is zero. That's logic.

18 Again, a lot of us talk naturally, and we
19 realize from looking at what Aqua has, they have
20 different utility operating systems in different locales
21 that have different zoning regulations, that have
22 different water treatment -- different water treatments.
23 Some water can just be filtered, others you have to add
24 all kind of chemicals, et cetera. They do have
25 investments in other areas, granted. They do have

1 investments there. Have they improved? I can't testify
2 to that or even know if that, in fact, is true. Again,
3 us having to subsidize for some other water system in a
4 county hundreds of miles away, that makes no sense,
5 either. We get no benefit. Why aren't we put on a
6 different rate schedule? We shouldn't be grouped with
7 all those facilities that have a water treatment plant
8 and all the infrastructure that goes it, pumps, holding
9 tanks, towers, et cetera. Why can't they say, okay,
10 we're buying water from Lake Worth Utilities, we are
11 doing nothing to it, running it through our pipes,
12 through our meters, why don't they give us a different
13 rate structure? Sure they can make a profit on it,
14 anybody expects that. They buy something, resell it.
15 But grouping us in with everybody else, and then you
16 have already heard about the ridiculous rate increase.
17 I mean, it borders on criminal, it really does. And
18 hopefully you can do something for us.

19 As far as the economic impact, as was pointed
20 out earlier, I witness in the neighborhood, yards are
21 now weed farms as they were described. The neighbor
22 across the street takes her laundry to a laundry mat,
23 because it's cheaper to put quarters in the machine to
24 do her laundry than it is to pay the rates that Aqua is
25 getting for the water. That's sad, if it's cheaper to

1 go to a laundry mat and shove quarters in there than it
2 is to use the water that is supplied to your house.

3 Again, it appears from reading that Aqua loves
4 to buy small utilities, come in knowing that they can go
5 to the regulators and get a rate increase. It's the
6 basis of their business. What I found to be somewhat
7 interesting is that -- I'll give this to staff. This is
8 produced buy the Food and Water Watch, and it was
9 produced on November 10th. It's an annual water bill
10 for a typical household after privatization, someone
11 like Aqua. And they mentioned four Aqua facilities.
12 What is interesting, they bought -- I won't give you the
13 names of the towns -- bought one facility in 1999. As
14 of 2010, the rate increase, 452 percent rate increase in
15 water. The next town they purchased the water system in
16 1997, at November 10th the rate of increase 453 percent.

17 **CHAIRMAN GRAHAM:** Mr. Berg, I hate to
18 interrupt, I need you to speak into the mike, please.

19 **MR. BERG:** Oh, I'm sorry.

20 **CHAIRMAN GRAHAM:** That's all right.

21 **MR. BERG:** The third, 1995 purchase, rate of
22 increase, 241 percent. And the last one they purchased
23 in 1998, as of November 2010, 205 percent increase in
24 water rates. They're used to doing this, and they are
25 used to getting their way with the regulators it appears

1 to me. Were any of these facilities in Florida? No,
2 they weren't. I couldn't find any information on that,
3 but please get us set up with a different water rate
4 schedule. We should not be lumped into those facilities
5 or communities that have water treatment plants, pumps,
6 well fields, everything else. We are totally different.
7 They buy from Lake Worth, they sell it to us. Should
8 they make a profit? Yes. Thank you.

9 **CHAIRMAN GRAHAM:** Thank you, sir.

10 Mr. May.

11 **MR. MAY:** Thank you, Mr. Berg.

12 **MR. BERG:** I'd like to give -- this is where I
13 got some of the information. Thank you.

14 **MR. MAY:** Mr. Berg, do you have a copy? I
15 have a couple of questions for you.

16 **MR. BERG:** Of that particular one, no. I have
17 got a copy of this. The title of that --

18 **CHAIRMAN GRAHAM:** I can get staff to make
19 copies. If you would give that to Mr. May, please.

20 **MS. KLANCKE:** Staff is having copies made of
21 this document.

22 **CHAIRMAN GRAHAM:** He has got some questions.

23 **MR. BERG:** Sure.

24 **MR. MAY:** As I indicated earlier, I think, to
25 Ms. Cummings, we are going to be putting together a

1 response to your testimony today, so I want to make sure
2 we have all of our information as accurate as possible.

3 MR. BERG: Uh-huh.

4 MR. MAY: I think we've got your name. Could
5 you give me your home address one more time?

6 MR. BERG: Sure. 1515 Shirley Court,
7 S-H-I-R-L-E-Y, Lake Worth.

8 MR. MAY: Are you within the city limits of
9 the City of Lake Worth?

10 MR. BERG: No, I'm not.

11 MR. MAY: And who provides you with
12 electricity?

13 MR. BERG: Lake Worth. Well, the neighborhood
14 is split up. Half with FP&L, and the other is Lake
15 Worth Utilities.

16 MR. MAY: And who provides you with
17 electricity?

18 MR. BERG: Lake Worth Utilities.

19 MR. MAY: You mentioned Food and Water Watch.

20 MR. BERG: Yes.

21 MR. MAY: Who provided you with this exhibit
22 here?

23 MR. BERG: I found it on the Internet.

24 MR. MAY: So this was -- you found this on the
25 Internet?

1 **MR. BERG:** Yes.

2 **MR. MAY:** That's all the questions I have.

3 **CHAIRMAN GRAHAM:** Thank you, Mr. Berg.

4 **MS. KLANCKE:** As a housekeeping matter, if
5 it's acceptable, perhaps we could identify this as a
6 composite exhibit, all of the information provided by
7 Mr. Berg. May I suggest a title of Berg's Information,
8 Report.

9 **CHAIRMAN GRAHAM:** That is Exhibit Number 5,
10 and the exhibit name would be Berg's Information.

11 And, Mr. May, I believe you do have copies of
12 those, and we will distribute it to Public Counsel and
13 everybody else. We want to have the rest of the copies
14 made.

15 (Exhibit 5 marked for identification.)

16 **CHAIRMAN GRAHAM:** Ms. Christensen.

17 **MS. CHRISTENSEN:** The next customer we have
18 signed to speak is Jim Adamski.

19 **JIM ADAMSKI**

20 appeared as a witness and, swearing to tell the truth,
21 testified as follows:

22 **DIRECT STATEMENT**

23 **MR. ADAMSKI:** Good evening. My name is Jim
24 Adamski, A-D-A-M-S-K-I. I live at 1511 Crest Drive,
25 Lake Worth. And I have lived there since 1987. By my

1 profession I'm a licensed marine engineer, and I have
2 been doing that for the past 32 years. And I work
3 aboard ships where we have to produce our own water, and
4 I understand how valuable water is. Aqua's source, and
5 let me reaffirm that they do not produce their own
6 water. They take the water from Lake Osborne and simply
7 pass it along to Lake Worth and give us a high profit,
8 if that is what their margin is over here.

9 I would like to say that like a Monopoly board
10 game, waterworks has always been a thing that everybody
11 wants to possess, and unfortunately Lake Osborne's
12 residents have to pay previous and past owners because
13 we have done with other owners of the waterworks, as
14 well. And what it is is it is getting to be greed. And
15 let me reaffirm that, greed. And we are getting tired
16 of that. I ask the Public Service Commission to vote no
17 on Aqua Source's rate increases.

18 Just a couple of other things over here that
19 have been mentioned since this meeting has begun. The
20 RFID meters that were put in here a number of years ago,
21 that reduced their operating costs. Rather than have a
22 man go around and take the meters manually, they can
23 drive buy. So if anything, that reduced their operating
24 costs and some higher maintenance I have seen. And if
25 they are getting their water from Lake Worth Utilities,

1 they must know how much water they purchase from them.
2 And I was wondering if they have ever added up for
3 leakage from what they are charging us through our
4 meters over there. How much water are they losing into
5 a 60-year-old system? A lot of these houses were built
6 back in the '50s over there, and I would think that
7 would be a considerable amount. Are we paying for that,
8 as well?

9 And thank you very much for your time. And do
10 you have any questions for me?

11 **CHAIRMAN GRAHAM:** Mr. May?

12 **MR. MAY:** I don't, Mr. Adamski. Thank you.

13 **CHAIRMAN GRAHAM:** Thank you, sir. Thank you
14 for coming down.

15 **MS. CHRISTENSEN:** The next customer we have
16 signed up is Judith Adamski.

17 **MS. ADAMSKI:** I think everybody has said what
18 I needed to say.

19 **MS. CHRISTENSEN:** Okay. Mark Zeitler.

20 **MARK ZEITLER**

21 appeared as a witness and, swearing to tell the truth,
22 testified as follows:

23 **DIRECT STATEMENT**

24 **MR. ZEITLER:** My name is Mark Zeitler, you
25 spell it Z-E-I-T-L-E-R. I live at 1442 Crest Drive. In

1 1987, I bought a house at 1408 Crest Drive. My biggest
2 problem there with the water was you can't flush the
3 toilet and use the shower at the same time. Now I'm at
4 1442 and I have the same problem. The water meter has
5 been -- you know, the pipes are all replaced from the
6 water meter to the house. I had some work done by the
7 plumber that tied it into a new place, and he said that
8 the water was -- the pressure was really bad compared to
9 everywhere he is at. So that has been my biggest
10 complaint. I never have any water pressure, but they
11 want to raise my rates. And that's about it.

12 Anything else?

13 **CHAIRMAN GRAHAM:** Mr. May, any questions?

14 **MR. MAY:** No questions, sir.

15 **CHAIRMAN GRAHAM:** Thank you, sir. Thanks for
16 your testimony.

17 **MS. CHRISTENSEN:** The next customer we have is
18 Brian Bent.

19 **BRIAN BENT**

20 appeared as a witness and, swearing to tell the truth,
21 testified as follows:

22 **DIRECT STATEMENT**

23 **MR. BENT:** How are you doing?

24 My name is Brian Bent, the last name is
25 B-E-N-T. I live at 1608 High Ridge Road, Lake Worth,

1 Florida 33461. I do work for a water utility in Palm
2 Beach County. I work for Seacoast Utilities. And I was
3 talking to the president of that company there, and I
4 asked him about rate increases. And everybody has got
5 to do rate increases. You know, we are under big
6 projects and everything like this up there, and I asked
7 him what are we bringing it up to. He said we raising
8 it about 3 percent. And we have putting a lot of work
9 in that place up there.

10 For Aqua Utilities, the rate hike is, you
11 know, 100 percent, or whatever it is. I don't see it.
12 I mean, it is -- I don't see the -- I mean, it's good
13 water, but the service is not there. When we do have a
14 line break, you know, they call somebody in from, I
15 guess, Lake Worth Utilities. And even their ways of
16 fixing our main line breaks is not even adequate. I
17 mean, I have witnessed just poor workmanship in that
18 department using vac trucks to suck out a broken pipe
19 area, which is -- that's not good.

20 You know, they have come through and they did
21 put in electronic read meters to help them out with
22 their costs and everything like that, but raising the
23 rates up like this is not good. So that's what I feel.

24 Thank you.

25 **CHAIRMAN GRAHAM:** Thank you, sir. Mr. May?

1 **MR. MAY:** No questions.

2 **CHAIRMAN GRAHAM:** Sir, thank you for coming
3 down and for your testimony.

4 **MS. CHRISTENSEN:** The next customer we have
5 signed up is Larry Silver.

6 **MR. SILVER:** May I yield my time to Bill
7 Coakley? Is that permissible?

8 **CHAIRMAN GRAHAM:** Sir, no. Mr. Coakley has
9 already had his opportunity to speak.

10 **MR. SILVER:** All right.

11 **LAWRENCE SILVER**

12 appeared as a witness and, swearing to tell the truth,
13 testified as follows:

14 **DIRECT STATEMENT**

15 **MR. SILVER:** My name is Lawrence Silver. I
16 live at 5356 Lake Osborne Drive.

17 Basically, this just seems like a flawed
18 system. I mean, we are here because you are our only
19 line of defense, but I don't really see you as helping
20 us. Because we have come before this Commission before
21 and the reports we get back, well, that's just the way
22 it is. Well, the way it is seems to be that because
23 they have expenses in other parts of the state and the
24 country that somehow or another we have to pay for them.
25 So I'm just going to reiterate what has already been

1 said.

2 They buy water from Lake Worth Utilities, from
3 the City of Lake Worth. They don't even negotiate a
4 good price with them, because what do they care, they
5 just pass it on to us. They pay retail, just like any
6 other homeowner in Lake Worth is my understanding. They
7 can straighten me out here if I'm wrong about that, but
8 they pay the same price anybody pays over in Lake Worth.
9 Double the price and sell it to us. What concern is it
10 of theirs, because then they are just going to show you
11 their cost, and you are going say, well, that's just
12 fine because that's your cost. And there is nobody
13 really here for our interest. That's all I have to say.
14 Thanks for wasting our time, I guess.

15 **CHAIRMAN GRAHAM:** Mr. May.

16 **MR. MAY:** No questions.

17 **CHAIRMAN GRAHAM:** Sir, thank you for coming
18 down.

19 **MS. CHRISTENSEN:** The next customer signed up
20 is Sal Santore.

21 **SAL SANTORE**

22 appeared as a witness and, swearing to tell the truth,
23 testified as follows:

24 **DIRECT STATEMENT**

25 **MR. SANTORE:** Hi. Sal Santore, 1417 Lake Bass

1 Drive. And I swear that I will be telling the truth.
2 Before I start, I would just like -- can I ask a
3 question so I don't stick my foot in my mouth and make
4 sure I got a fact right?

5 **CHAIRMAN GRAHAM:** Let's see what the question
6 is.

7 **MR. SANTORE:** How much money has been spent to
8 improve the Lake Osborne system? You mentioned you
9 spent \$11 million, but there has been a new interconnect
10 to boost the fire flow in our neighborhood. Do we have
11 a map, or can you tell me what drive or where was that
12 constructed at?

13 **CHAIRMAN GRAHAM:** Mr. May.

14 **MR. MAY:** Mr. Chairman, that information is
15 specifically in our -- will be in our prefiled testimony
16 and will be part of this case.

17 **CHAIRMAN GRAHAM:** He doesn't have the
18 information.

19 **MR. SANTORE:** Okay. That's fine, because
20 currently the water system comes out of Lake Worth, runs
21 around Lake Osborne Drive, and at Michigan is where
22 there is a master meter that then feeds the entire Lake
23 Osborne system, which is 475 homes. Bill, is that about
24 correct?

25 **MR. COAKLEY:** 453.

1 **MR. SANTORE:** 453 homes. So what I do is I
2 work for a nationwide engineering firm. I am a senior
3 project associate, and I have been designing and
4 constructing -- construction observation. I have been
5 designing water mains primarily, and going in the field
6 and watching those systems being constructed, so I have
7 a little bit of knowledge of the techniques and the
8 materials. Also, in the past 22 years for the firm that
9 I have worked for, I have developed atlas maps for many
10 municipalities in Palm Beach County. A lot of the
11 standard details that we use on construction documents
12 are documents that I have developed from scratch, and
13 various municipalities have adopted those details as
14 their standards. So I've worked with a lot of
15 prominent -- a lot of very well known water industry
16 people in reverse osmosis and water system distribution.

17 When we had the break on Lake Bass Drive, it
18 was a 6-inch water main. It was a 6-inch ACS, asbestos
19 concrete water main, that broke adjacent to a drainage
20 structure, which by code should have been installed
21 three to five feet minimum away from the structure. So
22 the structure settled and shifted, and the water main
23 fractured, and it was a 6-inch main flowing at full
24 flow, that's fire hydrant steamer-side full flow for
25 over 14 hours before it was shut off.

1 Now, thank God there was a catch basin sitting
2 right next to the break. The helicopters were flying,
3 everybody was wondering where is all of this water
4 going? Well, the water was going right into an inlet
5 that was connected to Lake Osborne, so there was no
6 flooding. The poor guy that came out, bless his heart,
7 the kid was clueless. It wasn't his fault, okay? It
8 wasn't his fault. It was the management's fault. They
9 sent the kid out with a flashlight and a trowel. He
10 didn't know what had happened. But here we are at
11 11:00 o'clock at night, the kid comes out in a car, he's
12 from Lake Clark Shores Utilities. He is not Aqua; he is
13 not Lake Osborne. He doesn't know diddly squat about
14 the system, okay. And they can't shut the valve off.

15 Well, he doesn't have atlas, he doesn't know
16 where anything is. He's on the phone doing the best he
17 can trying to get ahold of people that know what the
18 heck is going on. Tell him to drive down this road,
19 drive over here. The valve that they claim is on a plan
20 is paved over. It hasn't been exercised in years. They
21 don't even know if it's there or not. So the bottom
22 line is this water main runs for umpteen hours. One
23 million gallons of water down the drain. It's enough to
24 fill a ground storage tank. And we probably -- we
25 probably wind up paying for some of that because of

1 their loss in the system.

2 That is an awful way to run a utility company.
3 I see people all the time. If there's a water main
4 break, they have a staff of people that jump in pick-up
5 trucks that have atlases that go out and know exactly
6 where to turn the valve off and how to get people on
7 that thing. Whether they have the machinery on site --
8 the Town of Jupiter, Seacoast, Lake Worth Utilities,
9 they have people on staff that do that. We have nobody
10 on staff. We have to call Johnson Davis or some other
11 contractor in and hope to God somebody can go over there
12 and show them what to do with this stuff, okay? And we
13 have paying top dollar for that, okay? We are paying
14 top dollar for that foolishness, okay?

15 The other thing is there are several areas in
16 this water system, which, by the way, I've got maps over
17 there that do not have the updated 2011 Palm Beach
18 County aerials in the background. They are 2009. I
19 spent weekends at the office putting this together that
20 show the way the system goes all around our neighborhood
21 and where the deadends are and why the water quality is
22 so poor, because there's no blow off. There's no
23 automatic flushing valve. There's nothing to make the
24 water flow through a dead-end part of the system, so it
25 gets stale and it backs up.

1 And the people -- my daughter went to the day
2 care at the corner, Sunshine Park Academy, it's at the
3 corner of High Ridge Road and Lantana Road. It's where
4 one of the deadends are. The water, I'm sorry to tell
5 you, it look like urine water coming out of the faucet
6 there, okay? People bring samples to the meetings when
7 we have problems, and we are paying top dollar for that?
8 Are you kidding me? Are you kidding me? We are getting
9 ripped off. This is ridiculous. We're paying top
10 dollar for these guys -- sorry, I'm getting a little dry
11 mouthed, I'm getting excited because it is aggravating.

12 We are paying top dollar for nothing. If you
13 are going to charge me top dollar, I'll pay it, but
14 provide me the service. The only improvements these
15 guys have made is putting in those autoreaders. The
16 autoreaders eliminated manpower. The autoreader -- now
17 there's people that -- when you go to the meter, it
18 happened to Ms. Cummings, that meter hadn't been looked
19 at in months. They don't know if it's a small leak, a
20 little ground wastewater there, nothing. They don't
21 have to look at anything, they just drive. Beep, done.

22 Well, that costs money. I know that costs
23 money, but it saves money. It's not an improvement;
24 it's a cost savings. And you're charging me for that?
25 You should be giving me a refund. It's costing you

1 less.

2 We are paying too much money for what we're
3 getting and we are not getting -- we don't have a good
4 system in place. The whole system, the entire system is
5 AC water main. It's asbestos concrete. It's not
6 hazardous; it has been around for years, but it's old.
7 It's antiquated. The valving doesn't work. I live in a
8 two-story home close to the end of our loop, and I have
9 to tell -- you know, I'll tell you, whenever I have a
10 bath, I will turn the water on upstairs and it will
11 sputter and stink out of the faucet. A little bit of
12 air got in the line somewhere. No air release valves on
13 the system, so it sputters (indicating) when it comes
14 out of the sink, right? No water hammer blowing the
15 fittings off inside my house, right? There should be an
16 air release valve somewhere. Not every home on the
17 system should be an air-release valve.

18 So I get an odor and I will make a call, and
19 then they will come. And they will turn the fire
20 hydrant on in front of my house for a few minutes and
21 flush it out for a little bit. But that is not helping
22 the people at the end of the run. The people at the end
23 of the run, they're stuck. They can't flush the end of
24 the run. They need to have flushing valves put in.
25 They need to have blow-offs. They need to have some

1 means to flush these mains out and give those people a
2 better quality water at the end of the run.

3 Now, we are paying top dollar for all that?
4 Really, you have got to be kidding me. I'm sorry. You
5 can't let this go on. This is ridiculous. We're paying
6 top dollar for that. I'm done. Thank y'all.

7 **CHAIRMAN GRAHAM:** Thank you, Mr. Santore.

8 Mr. May.

9 **MR. MAY:** No questions.

10 **CHAIRMAN GRAHAM:** Sir, thank you for coming
11 down and for your testimony.

12 **MS. CHRISTENSEN:** The next customer we have
13 signed up is Doug McGlone.

14 **DOUG MCGLONE**

15 appeared as a witness and, swearing to tell the truth,
16 testified as follows:

17 **DIRECT STATEMENT**

18 **MR. MCGLONE:** Hi. My name is Doug McGlone.
19 My last name is spelled M-C-G-L-O-N-E. I live at 1407
20 Lake Bass Drive. Everything everybody has said here
21 tonight, I couldn't agree with more, and I really don't
22 have a whole lot to add.

23 I have an elderly woman who lives next door to
24 me who in the past six months has completely stopped
25 watering her lawn because of the water increases. I

1 have a well that I have resurrected that I use now to
2 irrigate, and I do know that -- and, incidentally, I
3 looked at what you guys handed out tonight. Thank God
4 we don't have wastewater services, because it looks like
5 those increases are even higher than the water, what's
6 being proposed.

7 Our entire neighborhood is on septic, so that
8 presents a problem with people just wanting to sink a
9 well for irrigation purposes. I would imagine
10 permitting, you know, a water well near a septic system
11 could be problematic. So it's not just as simple as
12 someone throwing a well in. If it was, you guys
13 probably wouldn't have any customers left in Lake
14 Osborne. So I don't have a lot more to say. I couldn't
15 agree more with Mr. Santore. We're paying ridiculous
16 amounts of money for poor service.

17 **CHAIRMAN GRAHAM:** Thank you, sir.

18 Mr. May?

19 **MR. MAY:** No questions.

20 **CHAIRMAN GRAHAM:** Thank you for coming down.

21 **MS. CHRISTENSEN:** The next customer we have
22 signed up to speak is Shirley May.

23 **SHIRLEY MAY**

24 appeared as a witness and, swearing to tell the truth,
25 testified as follows:

DIRECT STATEMENT

1
2 **MS. MAY:** My name is Shirley May, M-A-Y. No
3 relation. We're both in the legal field, though.

4 I'm coming because I have been a resident of
5 Lake Osborne Estates now for about 44, 45 years. I sat
6 there trying to calculate it, and it just didn't come,
7 but --

8 **CHAIRMAN GRAHAM:** You can pull that mike down
9 quite a bit.

10 **MS. MAY:** A little bit more? Okay. Sorry.

11 But 44 years with one company, you know, or
12 with one service, not one company. We have had multiple
13 owners of our water system. Every time we get a new
14 owner we get a rate increase. When I first moved into
15 Lake Osborne my bills were like two dollars a month. I
16 mean, 44 years ago; you have to take that into
17 consideration.

18 I'm a little old lady, 76 years old. I know
19 what it is to be old, to be on a budget. I know because
20 I'm still having to work, and I'm so grateful for my
21 job, I really and truly am. But there are so many
22 others of us, little old ladies, who don't have anybody
23 except people like you to step up for us. And that's
24 the reason I'm here tonight.

25 I didn't come the last time when they had this

1 rate increase because I thought, okay, it may be needed.
2 Maybe we'll have something good come out of this
3 increase. I haven't seen it. I have not seen it. Our
4 water taste is wonderful. My water pressure is not that
5 bad. Two people can't take a shower at the same time,
6 but you just have to make allowances. So you learn to
7 live with certain things.

8 Increases like this, I don't think we should
9 to live with. I really don't. I'm sorry, I'm just a
10 little fidgety. I have some questions for these
11 gentleman, like if the City of Lake Worth reduces their
12 rates for their citizens, are Aqua going to reduce their
13 rates to us? It's being contemplated now by the City of
14 Lake Worth, the possibility I have heard. I don't know
15 for sure, but I've heard. But is this a possibility?

16 I mean, nothing else that they have done to
17 reduce their cost has been a benefit to us that I can
18 see. Is this increase just going to go to the bottom
19 line for the shareholders? I mean, I know everybody has
20 to stay in business. Companies cannot stay in business
21 without making a profit, without making the shareholders
22 happy, but at what expense? At what expense?

23 How much has all of this legal cost? The
24 legal cost for this hearing. I mean, these gentlemen
25 don't come cheap. I know, as well as you people know,

1 they don't come cheap. But it's another cost to us, the
2 recipients of these bills, and it will be passed on to
3 us, I'm sure, without any doubt. And if we don't talk
4 fast tonight, we're increasing their profit and
5 increasing their income. So consequently we are having
6 a real good old time for them.

7 I don't know if their rate is \$50 an hour,
8 which I don't think so, or is it 350 an hour. But what
9 is the rate of their return on Aqua to their
10 stockholders? I apologize, because I haven't gone and
11 found out. I would like to know.

12 And as the others have said, why should we
13 subsidize all of these other areas. Give us a
14 structured bill for our area usage, not for Timbuktu.
15 Give us a structured bill for what we use in our
16 community.

17 About this water break, I suffered a water
18 break, just like our earlier little old lady said she
19 suffered a water break. I use little old lady
20 affectionately because I love myself, but I also have to
21 but myself in their place and in my place. I'm
22 fighting, folks. I'm a widow. I'm a little old lady.
23 But, daggone it, I'm going to fight. And this is what
24 I'm doing tonight. I need you people to stand up for
25 us.

1 That water break at my house, I purposefully
2 have tried to keep it out of my mind because it made me
3 so mad and so sick. My husband was critically ill at
4 that time. He was on dialysis. I did not know it. I
5 had a water break, I found out, on the inside. Not
6 their water break, my water break between the meter and
7 my house. I had a bill -- I'm thinking it was something
8 like \$600. Do you know what kind of service I got?
9 What kind of accommodation I got? Pay the bill. I had
10 to call -- I had to e-mail this company several times.
11 They finally sent a human being out with this big tank
12 thing to measure my water to make sure that the water
13 was flowing through the pipes and all this other stuff.
14 I don't understand it but I finally said just leave me
15 alone. I had to give up. I'm not going to give up
16 anymore, folks.

17 Then our big main water break that we had.
18 After that pipe broke, we had to boil water a couple or
19 three days. I didn't know about the break, it happened
20 in the nighttime, until the next night. And then I was
21 told by a neighbor about these little signs that had
22 been put up into the entrance of the community. I don't
23 come through the main entrance to the community. I
24 didn't know that there was a water break. I didn't know
25 that I was supposed to be boiling water, and I

1 definitely do not buy water in bottles. So consequently
2 I didn't know I was consuming dirty water.

3 Now, I can remember when I was a kid living in
4 Fort Lauderdale, and I used to swim in the river, and we
5 expected dirty water. I don't expect dirty water from
6 my utility company, not at all. But we had to boil
7 water, incur additional expense of electricity or gas in
8 order to boil that water for multiple days. Did we get
9 a rebate on our bills? I didn't, and I don't think
10 anybody ever heard a word from Aqua about any
11 consideration for the inconvenience.

12 So, I'm sorry, I'm begging you to please take
13 this into consideration, serious consideration. Give us
14 a structured rate, something that our community
15 utilizes, not something that Timbuktu utilizes, not
16 something that Pennsylvania utilizes. And the
17 shareholders, we will give them our fair share, but
18 nothing more than our fair share, please.

19 Thank you very much.

20 **CHAIRMAN GRAHAM:** Ms. May, I have a question
21 for you. The leak that you had at your house, how long
22 ago was that?

23 **MS. MAY:** My husband has been dead two years.
24 I believe it was about three years ago. Like I said,
25 that was one of those things -- when a crisis comes in

1 my life, I try and put it behind me as quickly as
2 possible. Deal with what I can deal with, and then put
3 it behind me. But I believe it was about three years
4 ago. It was not pleasant.

5 **CHAIRMAN GRAHAM:** I'm sorry for your loss.

6 Mr. May?

7 **MR. MAY:** No questions.

8 **MS. MAY:** Thank you, Mr. May.

9 **CHAIRMAN GRAHAM:** Thank you for coming down,
10 ma'am.

11 **MS. CHRISTENSEN:** The next customer we have
12 signed up to speak is Jason Conrad.

13 **JASON CONRAD**

14 appeared as a witness and, swearing to tell the truth,
15 testified as follows:

16 **DIRECT STATEMENT**

17 **MR. CONRAD:** My name is Jason Conrad. I live
18 at 1712 Katherine Court. I've got a few things to say
19 actually. Am I able to ask -- what is the president's
20 name of Aqua Utilities? What is your name again, sir?

21 **MR. FOX:** Fox.

22 **MR. CONRAD:** Mr. Fox. Whatever happened to
23 Jack Carr (phonetic)? Is he still with you guys?

24 **MR. MAY:** Mr. Chairman, Mr. Fox is prepared
25 after the hearing to --

1 **MR. CONRAD:** Well, I'd like to have everybody
2 that's part of my neighborhood hear the answers to my
3 questions. And I apologize to anybody if I misrepresent
4 my neighborhood, because I'm going to get exciting up
5 here, all right?

6 **CHAIRMAN GRAHAM:** Well, actually --

7 **MR. CONRAD:** Hey, I'm the speaker right now,
8 if that's all right. The last time I came to this
9 hearing, when they asked for these rate increases, it
10 wasn't as formal as this, with an officer with a gun by
11 the door, and you guys up here suited up like this, and
12 you were allowed to applaud and support the people who
13 were up here -- intimidated by the situation. Your guy
14 at the door with the gun, your attorneys in your suits,
15 okay? It's an intimidating situation for these
16 customers and these people here, okay, and I don't
17 appreciate this overly formal situation.

18 **CHAIRMAN GRAHAM:** Sir, you need to slow down a
19 little bit. I'm letting you go as far as -- you have
20 gone so far as --

21 **MR. CONRAD:** Well, I'm making a point. I feel
22 like I have the freedom of speech right now, and I'm
23 not --

24 **CHAIRMAN GRAHAM:** Sir, you are going to be
25 pulled out of this building in a minute if you don't

1 listen to me.

2 What happened here before was a customer
3 meeting and you were allowed to speak freely. This is
4 actually part of the record. This is part of the
5 hearing. You can give your testimony, and you may get
6 asked questions by the other counsel, but that's it
7 today. You can get angry, you can speak your mind,
8 that's fine --

9 **MR. CONRAD:** Okay. So I'm not --

10 **CHAIRMAN GRAHAM:** -- but you are not going to
11 disrespect this hearing.

12 **MR. CONRAD:** I'm not able to ask any
13 questions, then, about what happened to the -- the CEO I
14 was dealing with my previous situation, Jack Carr,
15 because I have a whole history of problems with Aqua
16 Utilities.

17 **CHAIRMAN GRAHAM:** Right now you are here to
18 give your testimony. And you can put questions on the
19 record, and then when the attorney responds to these
20 back on November 3rd, that stuff will all be part of the
21 record.

22 **MR. CONRAD:** Okay. Let me just --

23 **CHAIRMAN GRAHAM:** So if you want to put those
24 questions on the record, you are more than welcome to.

25 **MR. CONRAD:** Yes. If they can't answer, I'm

1 just going to ask, and I'll just go ahead and continue,
2 if that's all right.

3 **CHAIRMAN GRAHAM:** That's quite all right.

4 **MR. CONRAD:** Okay. Well, let me go ahead and
5 start here. Well, my knowledge is I grew up in Boynton
6 Beach. I'm a true Floridian. I don't know if these
7 gentlemen here are even actually from Florida or if they
8 have actually moved to this state and now are going
9 ahead and just taking advantage of some of our local
10 residents that are from here. Okay. I wouldn't much go
11 to wherever some of these people may be from, whether
12 it's Michigan, go up to their state and just go ahead
13 and jack up their rates where they are living, and the
14 necessities which they need, which is water.

15 When I grew up in a well-water neighborhood in
16 Boynton Beach, as far as I know, when any neighborhood
17 is going to get switched over to city water, there's,
18 like, petitions that go around the neighborhood,
19 everyone votes on it, and then the costs and expenses
20 incurred in putting the lines in, everything is
21 distributed equally over that neighborhood, and they
22 have the decision and everyone gets to pull together on
23 whether or not they want to have that done.

24 When I moved into Lake Osborne Estates, my
25 grandfather owned the house. He bought the house in

1 1958, okay? My mom was raised in this house. I bought
2 the house in 2005. So basically this house has been in
3 my family since 1958, 53 years. When I moved in in
4 2005, I was -- I think it was Crystal River Utilities.
5 My water bill was \$16 a month. That's not even the
6 water base facility charge right now, okay? So within,
7 what is it, six years -- I used to pay a bill of \$16 a
8 month, now I pay anywhere from 50, 60, \$70 a month.

9 And I want to go ahead and give you guys some
10 of my personal information. I have been on disability
11 since August of 2000. I'm a cancer patient. I'm on
12 Medicare. I'm on Medicaid. I eat off food stamps,
13 okay. And it makes me sick that these guys come down
14 here in these suits, these monopolies, these companies
15 come down here and you are going to take more money from
16 people like me, who's disabled. I get \$638 a month
17 Social Security Disability, and these people are going
18 to come here and start taking this much extra profits
19 out of there just distributing the water to me.

20 All they own is the rights to the lines, which
21 I -- when I moved in there, it was affordable. I had
22 Crystal River Utilities. I could afford the water to
23 live in that neighborhood. You know what, now I can't.
24 And I can't afford to sell my house. You know why,
25 because the market value has dropped so tremendously. I

1 bought my house in 2005 for \$170,000. I just got my
2 proposed taxes. My market value is about 129 now. And
3 yet they are wanting more money for the water, and they
4 haven't done anything for me. They just buy it from the
5 City of Lake Worth like everyone else here is saying.

6 Some of my best friends, they live in Floral
7 Park, which is further south than me, and they pay less
8 money for their water each month than I do and they get
9 it from the same place. Just because they don't have
10 these people who should be wearing, you know, hooded
11 masks robbing their customers, because that is
12 essentially what it is. These are thieves in suits
13 robbing their customers.

14 And I'm going to call the Commissioners out.
15 I'm tired of seeing these dirty Commissioners up on TV.
16 You know, I'm not going to sit up here and plead, hey,
17 please help me, you guys are our last hope, because I'm
18 sick of seeing corrupt people on the news. I think
19 everything about this is shady. I came to the first
20 hearing and fought this stuff. I didn't come to the
21 other one, because, honestly, I get so upset with this
22 situation. It's not -- having gone through cancer and
23 stuff I have been through, this kind of stuff is not
24 worth it to me. I get so upset. This isn't worth it to
25 me. Do you understand? And it's just not fair. And

1 I'm going to speak up for everyone else.

2 I live next door to an older lady from Jamaica
3 who owns her home, and she is completely unable to get
4 here and participate in these type of events, as most of
5 the people who are the ones -- the people who can't get
6 here are the ones that are the most needy, the ones that
7 can't afford it. The ones that really should be here
8 are the ones that can't be here. And it is just
9 unfortunate. So you are not even able to see or grasp
10 of how it is really affecting the people that can't
11 afford it.

12 Like I said, out of \$638 a month, they are
13 asking for \$67 of it at this point. And now they are
14 wanting another rate increase? And if any one of you
15 who sits up there thinks it's justified for these guys
16 to have the salaries they have, the bonuses they have,
17 the stockholders shares, whatever the situation may be,
18 if you think it's okay for them to come and reap the
19 profits they reap, and to take money out of someone's
20 pocket like mine, who is on food stamps, okay, and from
21 time to time when there is a lapse between me getting
22 reapproved for food stamps -- I can barely eat. You
23 want to know how I am affected by my increase in my
24 water bill? I don't have pest control service anymore,
25 because I have to be able to afford my water now. So

1 now I just a crap-load of bugs. Would you like that
2 situation in your house? Would you? I don't think so.

3 You know what else I do? I shower out in my
4 backyard. I soap up and I jump in my pool. That's how
5 I take my showers now. Would you like to do that
6 throughout the winter to save money because these
7 people, these crooks want to come down here and steal
8 more money from me than they think is necessary? They
9 haven't done anything to our systems. If they want to
10 go and make additional expenditures and they want to
11 grow as a company and buy more systems and renovate
12 those and make more profits on them, then they need to
13 consider those costs and take that on the head, but not
14 spread it over the customers who already can't afford
15 what they are stealing from us. It just makes me sick.

16 I may jump around a little bit, because I'm
17 upset, but I just want to reiterate, again, like some of
18 the other customers had said, I also have well water,
19 and that helps me with irrigating my lawn. And like
20 some of these other customers said, many people don't
21 water their lawns anymore, and it has really brought
22 down the value of our homes. And I think everyone in
23 here can -- also you guys sitting up there are all
24 struggling with the value of your homes dropping. And I
25 think everyone in your neighborhoods, if they're on city

1 water, you're seeing the same thing with the lawns and
2 the value of your homes dropping. It's just ridiculous.

3 Even people that have pools that may have
4 evaporation problems during the summer or small leaks
5 and they have to add water to their pools, guess what,
6 they're not adding water to their pools no more. You
7 know what they do? They shut their pool off, it turns
8 green, and now it's harboring mosquitoes instead of --
9 because of the water rate increases, they don't add the
10 water to the pool. The pools are green. Now we have
11 huge mosquito problems. I have a situation with the
12 neighbor right behind me that I have to deal with.

13 And one of the other gentlemen, I don't
14 remember his name, he brought up a real good point, the
15 fact that you guys said, oh, we made some improvements.
16 We put in new water meters. Well, there's a few reasons
17 you guys put in new water meters. The first problem I
18 had with Aqua Utilities is because they put their meter
19 right next to my driveway. And what happened was the
20 way they put it in, the water would run into that meter
21 and it would undermine the dirt underneath the concrete
22 of my driveway. So the whole corner of my driveway
23 broke because it was undermined because their meter was
24 placed to close to my driveway and the sidewalk. And I
25 had to battle it out with customer service. I was hung

1 up on multiple times. I want to get into customer
2 service problems here in minute.

3 But, I was dealing with Jack Carr, who I
4 believe was the CEO. I don't know if he is still with
5 the company. I guess he was afraid to answer my
6 questions. But I had a real time. It was like pulling
7 teeth to get my meter moved, to get my driveway
8 repaired. I also had more problems when they came out
9 to cut the concrete. I had purposefully ahead of time
10 requested that I was notified when they were coming out
11 to do the repair so I could move my vehicles from the
12 driveway, because I don't know if you have ever had
13 somebody crank up a concrete saw next to your cars, but
14 it does a lot of damage. You can't just wipe it off and
15 wash it off because it is going to completely destroy
16 your paint job. I used to detail cars when I was
17 younger, so I know about that.

18 So I also had these guys come out and pick up
19 concrete saws and just cut up my driveway and they
20 completely sooted my car where I had to have it go and
21 be professionally detailed. And then I had to battle
22 with Aqua Utilities to reimburse me for the money I had
23 to spend out of my pocket and the time I had to take to
24 have my car detailed because of the damage that was done
25 from them trying to repair the mistakes done with my

1 meter. And at that time when they moved those meters,
2 my neighbor's meter, her name is Violet, her meter was
3 broken and didn't move an inch for months. And I don't
4 know how she got an accurate bill, and I'm sure we won't
5 all get an explanation for that here today, either.

6 And in the past I have unfortunately just
7 gotten notification of this meeting like a couple of
8 hours before I came here, so I didn't have a chance to
9 bring all my notes with me, but I have had previous
10 problems before the new meters were put in with accurate
11 readings, meter readings, I'm sorry. I average anywhere
12 from six to 8,000 gallons of water, depending if I have
13 a guest at my house or not. And one month when the old
14 meters were in there, before they were switched over,
15 and I probably was one of the first ones to get the
16 newer meter put in, because I was a real pain in the
17 butt because of all the problems with my driveway,
18 customer service, inaccurate meter readings, improper
19 boil water notification.

20 I am so upset with this company. You don't
21 understand. And I'm upset with the county commissioners
22 for not having done enough in the past. We already
23 have -- we are already not getting along, okay, because
24 you haven't done enough in the past, and you need to do
25 something now. You need to consider the people that

1 just can't do anything about it.

2 Let me keep moving on here. They went ahead
3 and put in the new meters. I don't know whatever
4 happened to my neighbor's bill, but before they did,
5 like I said, I had anywhere from six to 8,000 gallons of
6 usage per month. All of a sudden I got a bill for, I
7 think, it was like 33,000 gallons that month. I thought
8 it was pretty funny, and they must have told me I had a
9 leak. They told me I had, like, a leaking toilet or
10 something like that, like one of these other customers.
11 And then they went ahead and found out that it was the
12 meter. They tried to convince me meters don't jump,
13 meters don't skip. Yes, it was the meter. It wasn't
14 the customer. And I had the same situation through
15 customer service over the phone repeatedly. Pay your
16 bill, sir, or you're going to get a late fee. Pay your
17 bill. Just pay the bill and we will look into it.
18 Customer service, I mean, it's the worst I have ever
19 dealt with.

20 All right. Also, they tried to say that it is
21 a benefit to us customers they put these new meters in.
22 Well, it's not. It's just saving them money, like the
23 other gentleman said, and it creates more profit for
24 them. And we don't see any savings on our end. I think
25 it makes -- it's ridiculous. They ask for more money

1 from us when they are making more money by implementing
2 new systems that just make it easier for them to read
3 the meters, to cut jobs for them to make more money for
4 the top dogs, you know. The same with FPL. They are
5 taking out all the old meters, they are putting in the
6 new meters. They are going to eliminate all the meter
7 readers, and FPL is going to make more profits. It's
8 just ridiculous.

9 All of us are consumers. We are all paying
10 more for food right now because of gas prices. We are
11 all paying more for gas. We are all paying more for
12 heat, for electric, for everything. So for God sakes,
13 put a stop to this ridiculousness with the water rate
14 increases, because that is the least you can do at this
15 point, don't you think?

16 Another big problem I have is with the boil
17 water notices. Like I said, I'm a cancer patient. I
18 have Hodgkin's lymphoma. It's a cancer of my immune
19 system, okay? That's not fun. It's not fun to have. I
20 have had a serious amount of chemotherapy. I almost
21 died when I found out I had it. It's both sides of my
22 neck. I had a big mass in my chest closing off my
23 windpipe next to my heart. I was about to die in my
24 sleep. And it spread to my stomach. I had to do
25 extensive chemotherapy and radiation. I got so sick,

1 okay, my absolute nutrient count dropped so low I had to
2 start doing protein shots daily into my legs so I
3 wouldn't die, okay. That's how immune compromised I am.
4 I don't come to public meetings. I don't go to malls.
5 I don't go to movie theaters. I don't go anywhere
6 public anymore unless I'm forced to. Church, none of
7 that stuff. You know why? Because I get sick easy.

8 So what does it mean to me when there is a
9 water break or there is something else that happens, and
10 then we need to boil our water, and I'm not properly
11 notified? And I'm one of those immune compromised
12 people. Or you may be a pregnant woman and you are her
13 husband. How do you feel about that company you pay all
14 this ridiculous money for and then you just made a glass
15 of water for your pregnant wife you love more than
16 anything, or your son who is going through Hodgkin's
17 lymphoma doing chemotherapy right now. And then you
18 found out a day later that you should have boiled that
19 water. How are you going to feel about that?

20 You know what it's like for me to have anxiety
21 every day of my life for 11 years having to have
22 Hodgkin's lymphoma? Where did it come from? Did it
23 come from the well water I lived in growing up? Does it
24 come from tainted water when there is a water break and
25 we didn't have a chance to boil it? Where does it come

1 from? You know what, nobody ever gave me an answer, so
2 the anxiety is enormous in me. So when I find out that
3 three days went by and I had no notification -- I didn't
4 know. I never even knew there was a water break, to be
5 honest with you. When the water pressure drops off at
6 my house, you know what I do? I get pissed off and I
7 jump in my pool, you know?

8 Another thing is I don't want to hear any more
9 excuses about this. I wasn't properly notified. Little
10 signs in front of the neighborhood. FPL, Terminex, a
11 lot of these companies, you know what, they call me and
12 notify me. I even get an automated message on my phone.
13 "Sir, we're coming. We need you to open your gate.
14 This is FPL." Do you know what I mean? If there is a
15 problem with the water, why can't there be an automated
16 call? And I said this before on record, okay? Why
17 can't there be a call that goes out to all the customers
18 that goes, "There has been a water break. You must boil
19 your water for the next 72 hours," or whatever, and that
20 goes to whatever available home phone, cell phone,
21 whatever it is. That way the person has access to it,
22 in case they have a situation like me. If you have
23 cancer or your immune system is messed up. Or if you
24 are elderly, if you have kids, or if you're pregnant,
25 okay. This is serious business. These people do not

1 deserve these rate increases, they don't.

2 All right. I have also had problems with
3 water pressure. I'm not satisfied with it. I think it
4 is ridiculous. And if they want to have more increases,
5 then I want to have better service. Like I said before,
6 when customer service is the worst I have ever
7 experienced, I have dealt with everything from DirectTV,
8 to Bank of America, to Chase, car rental companies. I
9 have had every kind of problem you can imagine.
10 Medicare, Medicaid, Social Security Disability, Social
11 Security Supplemental Income, Department of Children and
12 Families, food stamps. I love it. It's so much fun,
13 okay? But let me tell, you the worst out of all those
14 people I have ever dealt with, Aqua Utilities Florida,
15 okay.

16 If I could actually do something about this
17 myself other than just speak into this microphone, I
18 would. I would almost risk getting escorted out of here
19 to make a big enough scene in order for you guys to pay
20 attention, because obviously no one has done enough for
21 you guys to take up a stand. You know what I mean? I'm
22 going to go home, and if this is approved and this goes
23 through, I'm going to think you guys are in cahoots. I
24 don't want to see you guys on the news. If there is
25 something shady going on, I will be the first to say it.

1 I'm not scared.

2 All right. Like I said before, I don't want
3 no more jumping bills. If you guys are going to reduce
4 your costs and have the meter readers come out, I would
5 like to see a reduction in my bill. I want accurate
6 meters readings. I want to be notified immediately by
7 telephone or a hanger on my door that I need to boil my
8 water.

9 Let's see here. I'm very unhappy with Aqua,
10 like I said. There's many customers that get the same
11 water from the same place, the City of Lake Worth, and
12 they are not paying these doubled fees that we are.
13 It's ridiculous. I don't think we need to keep going
14 over that; I think everybody else agrees with me.

15 I don't know -- I'm knowledgable, so I can't
16 go into too much detail, but I don't expect that this
17 company, Aqua Utilities Florida, invests much money in
18 the City of Lake Worth's treatment facilities. I really
19 don't. I think that they own the rights to the lines,
20 but I don't think that they -- at any time since they
21 acquired this company from -- I think it was Crystal
22 River, and then it was Aqua Source, and now I think it
23 is Aqua Utilities. So you guys are the big dogs. You
24 have hung in there awhile, but it has changed three
25 times since I have there in six years. And obviously

1 it's a moneymaking business instead of actually trying
2 to provide a service to the customers. And if the world
3 continues to proceed like this, we're just going to
4 spiral downward into a serious recession; no one is ever
5 going to climb out of. And I will be the one to do
6 something about it, and I don't care what that costs me,
7 believe me, because my life sucks already.

8 I graduated college in August of 2000 with a
9 Bachelor's in Business Management and Marketing. I went
10 to FSU, graduated from FAU. I know what it's like to
11 manage a business, okay? I know what it's like to
12 market a service or a product. What they're doing is
13 wrong. It's wrong. Try to be the consumer for a minute
14 and stop being the Commissioner, okay?

15 Let's see here. Another thing that I don't
16 have much knowledge about, and I'm not very computer
17 friendly anymore, because to me after having gone
18 through cancer, I think computers and stuff is a waste
19 of time. I would rather deal with things face to face
20 and have personal interactions and do things the way we
21 used to old school, with a hand shake and by, you know,
22 taking someone's word. But I guess, you know, we all
23 realize we can't do that anymore these days because
24 there's so much corruption.

25 I want to see what these companies' profits

1 are. I want to see what the bonuses are. I want to see
2 what the big dog's salary is over there and how can he
3 justify taking that much money out of my \$638. Do you
4 feel good about yourself, buddy? I hope you go home and
5 sleep good tonight, man. Taking \$67 out of my 638. It
6 makes me a little bipolar. I'm actually on disability
7 because I'm mentally disabled. The government found me
8 to be manic depressive, bipolar, with an
9 obsessive/compulsive disorder. That means I'm a little
10 mentally unfit for the workplace. Really that makes me
11 difficult to tolerate this kind of behavior, do you
12 understand, to come up here and just kind of say my
13 peace and go sit down quiet like a good little sheep.
14 I'm just -- I want to do something about it.

15 And you know what else I'm going to do? Since
16 I don't work, and haven't worked in 11 years, and I'm on
17 disability, and I'm kind of unfit for the workplace, I
18 used to work for a company before I got sick, Soil and
19 Concrete Testing of Palm Beaches. You know what, they
20 do well drilling. I know them pretty well. And I also
21 know quite a few people that work for Aquasoft Connetico
22 Systems (phonetic), and they deal with well-water
23 systems, so I have quite a bit of knowledge with well
24 water. And what I'm going to do is -- now that I have
25 another nice hefty list of all the neighborhoods that

1 Aqua Utilities controls the rights to their water, I'm
2 going to go around all day long every day until I feel
3 completely content, which will be never, to try to
4 convince every neighbor that I have to put in a well.
5 Put in a well.

6 And then I'm going to talk to Soil and
7 Concrete Testing, the connections I have there, and try
8 to get reduced prices for the customers I convince to
9 put in wells and get it done cheaper for them. And then
10 I'm going to talk to people I know at Aquasoft
11 Connetico, and I'm going to see if I can get those kind
12 of prices for groups of customers, if I can bring groups
13 of customers to them that they will give them reduced
14 prices for putting in water treatment systems for having
15 well water. And I think that a lot of customers will be
16 willing to switch over to well water, considering that
17 these city water prices are going to keep increasing.

18 And I'm at the point, really, where I'm about
19 to just go ahead and plug my well water back in. And I
20 apologize if I taint your water, you know what I mean?
21 I don't want to get upset and say something stupid, but,
22 I mean, it's frustrating for me as a consumer to only be
23 able to come up here and say some stuff into a
24 microphone, have it recorded, type reported, or
25 whatever, and then go home and get something in the mail

1 later saying, you know what, the increases went through
2 and there's nothing I can do about it.

3 But I really hope you guys listen to what
4 people up here are saying. Understand that this
5 frustration comes from years of a situation that none of
6 us can control. This isn't Monopoly. If I knew this
7 was going to happen, I wouldn't have moved into that
8 neighborhood. I thought it was a safe place to start a
9 family, and now all I want to do is move out of there.
10 So I just want to go ahead and reiterate, I don't think
11 you guys have done enough. I don't think you are going
12 to anything, and I have about had it with you guys, with
13 Aqua Utilities, and you ain't seen the last of me yet.

14 **CHAIRMAN GRAHAM:** Mr. May?

15 **MR. MAY:** No questions.

16 **MS. CHRISTENSEN:** The last customer that I
17 have signed up to speak is Susan Parbhoo.

18 **SUSAN PARBHOO**

19 appeared as a witness and, swearing to tell the truth,
20 testified as follows:

21 **DIRECT STATEMENT**

22 **MS. PARBHOO:** Good evening. My name is Susan
23 Parbhoo, and that is spelled P-A-R, B as in boy, H as in
24 Harry, O-O.

25 I'm a retired homemaker. We moved here to

1 this neighborhood a good 22 years ago in May. We had
2 come to Florida a year before that. We moved three
3 times the first year, and I was tired of moving, and we
4 have been happily ensconced in Lake Osborne
5 neighborhood, and regularly attend the association
6 meetings.

7 The last job I had full-time was at the Palm
8 Beach County Jail. I worked there part-time of that,
9 too. And I have also worked in many other things,
10 including starting my career as a Christian day school
11 teacher. And I still play the organ every other Sunday
12 at one of the West Palm Beach churches.

13 I would like to share my perspective as a
14 customer. I agree with everything that has been said so
15 far, but I maybe have a little different perspective
16 unless you have heard it before I walked in tardy. I'm
17 sorry. I had to get my husband a little bit of supper,
18 and quickly changed the menu after I was reminded about
19 the meeting.

20 Let me start on the subject of when the water
21 main went out. I turned on the water that morning, I
22 usually get up pretty early, and I noticed there was
23 something wrong. I'm a little bit sensitive to water
24 pressure. I said, ooh, this isn't right. We had water,
25 but not as much pressure as usual. It was kind of

1 barely discernable. So as soon as I could, I called the
2 Aqua people. I can't recall exactly what response I
3 got, but they were not admitting anything at that point.
4 And I called back. What I wanted to know is if we have
5 a boil water order, and they said, no, there wasn't
6 anything on the record. And then they said when there
7 is, or if there is you will be notified by automated
8 telephone. Nothing ever came through.

9 Well, of course, I asked around, and I
10 eventually figured out what was going on. And they
11 eventually had the story, too. By then a whole day had
12 gone by since that thing popped the night before. And I
13 never did really get that automated call until after it
14 was fixed and then they said -- I think about five days
15 later, I can't recall, that your water main has been
16 fixed, and you no longer have to boil the water.

17 Duh. It was very poor. And, of course, bless
18 the Lord and all who makes schedules, we had a meeting
19 that week. I don't know if you told them how many
20 people came to that meeting, but our place was jammed,
21 and you heard about the samples that were brought.
22 Everybody had a different story, but it all went toward
23 the same thing. Different people had different stories
24 of what I'm telling. But we would like to know -- and
25 this is not the first time this has come up. It was

1 brought up at other hearings for other raises that they
2 do not provide the service that we deserve as human
3 beings. And it hasn't gotten any better really over the
4 years.

5 But what I really want to make a point about
6 is I'm really fed up with all these rate increases that
7 are allowed. These hearings over and over again. We
8 made our point the first time, now we have to come and
9 make it a second time. And this is, I believe, the
10 third or fourth time. Every year something new. Why
11 does the law allow this? I don't think it should be
12 allowed. I think maybe once every three years should be
13 the maximum. I don't know who's in charge of making
14 that law. I would like to know, if that can be
15 answered.

16 Human beings shouldn't have to be put through
17 this kind of stress over and over again. Especially a
18 lot of us being retired people, and others are very busy
19 with their careers. It shouldn't happen to anyone. You
20 heard the previous speaker. I try to read their
21 material. My husband and I are both educated people and
22 we can barely wade through it over and over again. I
23 mean, yes, it does tell us where we are in a whole -- I
24 think it's a whole nation, or at least the state of Aqua
25 people, Aqua customers, but it doesn't make much sense

1 to loop us like that to me.

2 We would certainly like to be given not only a
3 hearing, but to have some people on the Commission, a
4 majority hear our pleas. I'm concerned that this
5 company waits until there is a major problem to fix it.
6 I know the old saying that says if there's not a
7 problem, don't fix it. But these are problems in the
8 making. They are waiting to be other things. You know,
9 when these pipes rust out, 50 years old, more than 50
10 some of them, when are they going to start doing
11 something about the pipes like they said they were the
12 first time and the second time? Not anybody that I have
13 talked to has heard that any of them have been worked on
14 except the one that blew. So if there have been any
15 others, I'd like to know if anything has been done. If
16 you can consider that a question.

17 So we certainly would appreciate if this
18 didn't come up again in three years, two years, one
19 year, you know. I certainly know that these people are
20 in it only for the money, and the CEO and the legal help
21 are certainly making most of this. Probably the people
22 that buy the stock aren't.

23 And thank you for listening me.

24 **CHAIRMAN GRAHAM:** Thank you, ma'am. Mr. May?

25 **MR. MAY:** No questions.

1 **MS. CHRISTENSEN:** That's all the customers we
2 have that are signed up to speak.

3 **CHAIRMAN GRAHAM:** Is there anybody else in the
4 audience that hasn't signed up that would like to speak?

5 Mr. Coakley, do you have something you needed
6 to add?

7 **MR. COAKLEY:** If I could.

8 **CHAIRMAN GRAHAM:** Come on, sir.

9 **WILLIAM COAKLEY**

10 appeared as a witness and, swearing to tell the truth,
11 testified as follows:

12 **ADDITIONAL DIRECT STATEMENT**

13 **MR. COAKLEY:** Thank you. I'll try to be
14 brief, and I do appreciate the opportunity. One of the
15 things that I asked about and I want to reiterate was a
16 consideration in the framework of reasonable and fair
17 rates, a consideration of parity. I really think, and
18 as this one gentleman back here pointed out, I know that
19 Flora Park and Seminole Manor both get the same water we
20 get and for probably about a third of the price. There
21 is huge disparity. So I'm hoping that -- and I know
22 this is not directly in your parameters to consider --
23 I'm hoping that you will take a look at that and see
24 what we are paying for water and compare that.

25 For example, we're paying double what a Lake

1 Worth resident pays for the same water. In that light,
2 the deal, and this was referred to before, that they
3 have with Lake Worth Utilities, why if I was a
4 contractor and I needed 90,000 2-by-4s, which cost
5 almost what a gallon of water per thousand would cost,
6 why would I buy 90,000 2-by-4s at retail price? How can
7 I deliver efficient service at a reasonable rate to my
8 customers who are going to buy my homes if I say, oh, I
9 will just pay retail rate. I'll go down to Home Depot
10 and pay whatever they got.

11 You get a deal. These people have no bulk
12 water contract -- let me rephrase that. They don't have
13 a bulk water deal going. That's why I was hoping Mr.
14 Balbis would be here, because I negotiated a deal with
15 him in 2007 for a bulk water rate to Lake Worth.

16 Now, the interconnect was already there. It
17 was 12-inch line. The booster station was already
18 there, and we could have bought per thousand gallons of
19 water \$1.37. Now, of course, it would be higher than
20 that now. Maybe it's \$1.50, maybe it's \$1.60, I don't
21 know. But I think the nature of that arrangement with
22 Lake Worth Utilities -- something is not right. Why
23 would you be a bulk water user and not negotiate a bulk
24 water rate? Instead they said, oh, well, Lake Worth
25 slaps on a 25 percent surcharge because you guys are not

1 in the Lake Worth district. I don't know. That doesn't
2 make sense to me, so I think -- I'm hoping that there
3 would be some focus there.

4 The separate rate class, yes. So many people
5 have mentioned it. Definitely. I think we are a unique
6 circumstance.

7 Now, the last thing, the formula for fair
8 rates would be one other little thing. I was told that
9 your calculation for a fair and reasonable rate is that
10 you simply consider what their costs are, Office of
11 Public Counsel verifies and scrutinizes those costs, you
12 add a certain percentage, which I think is 9 or
13 10 percent, and then that's what the rate is.

14 I would like to have this question answered,
15 is that exclusively how your formula for figuring out
16 our rate, because this is what I was told, and I'm not
17 certain it's true. I'm not asserting that it is, but I
18 understand from my reading from, again, Curt Mouring's
19 e-mail, I believe it was dated February 8th, that that
20 is how it is calculated.

21 The last thing is a little note on the water
22 meters. One of the reasons that municipalities
23 always -- or like to have a program for replacing water
24 meters is because the new ones run faster. That's a
25 known fact. In fact, if that utility gentleman is here

1 still he would, I'm sure, verify that. They do run
2 faster. And, of course, there is a big cost savings,
3 and it also generates a little more revenue. And that's
4 probably it for me. Thank you again very, very much for
5 y'all being here, and I'll wait for him to answer any
6 questions he has.

7 **MR. MAY:** No questions, Mr. Coakley.

8 **MR. COAKLEY:** All right. Thank you.

9 **CHAIRMAN GRAHAM:** Thank you, sir.

10 **MR. COAKLEY:** Thank you very much.

11 **CHAIRMAN GRAHAM:** All right.

12 Ms. Klancke, where are we? Do we have to
13 enter these exhibits?

14 **MS. KLANCKE:** At this time, if no party
15 objects to the admission of the exhibits proffered by
16 the customers, we could move them in at this time.

17 **CHAIRMAN GRAHAM:** That would be Exhibit 4 and
18 Exhibit 5, Cumming's Bill and Berg's Information.

19 Mr. May, any objections?

20 **MR. MAY:** We have no objections.

21 **CHAIRMAN GRAHAM:** Okay. We will enter those
22 into the record. We have already entered Exhibit 2,
23 which is Aqua response, and Exhibit -- the late-filed
24 Aqua response, and Exhibit 3, which are Notices
25 Comprehensive Exhibit.

1 **MS. KLANCKE:** Yes, sir.

2 **CHAIRMAN GRAHAM:** Okay. So we will enter 2
3 and 3 into the record, as well.

4 **MS. CHRISTENSEN:** Mr. Chairman.

5 **CHAIRMAN GRAHAM:** Yes.

6 **MS. CHRISTENSEN:** I'll state for the record,
7 without having seen Exhibit 2, and having the
8 opportunity to object to it, I would object at this
9 point to moving it into the record. You know, if you
10 want to identify it for identification purposes as
11 Comprehensive Exhibit 2, but I would object at this
12 point to moving it into the record until I get an
13 opportunity to review it and make any objections that
14 might be appropriate to admitting it into the record,
15 whatever the response is, or portions thereof.

16 **CHAIRMAN GRAHAM:** Commissioner Edgar.

17 **COMMISSIONER EDGAR:** Thank you, Mr. Chairman.

18 Just that over the course of different
19 proceedings we have done this differently at different
20 times, but sometimes it's a little neater, realizing
21 that we have other customer hearings in a series that we
22 will be going through over the next week, to hold off on
23 admitting the exhibits so that all the parties have the
24 time to review them. And then that can be a matter that
25 can be taken up at the beginning of the technical

1 portion of the hearing.

2 **MS. KLANCKE:** If that's the Commission's
3 preference, then we can abide by that, as well.

4 **CHAIRMAN GRAHAM:** So you want to hold off on
5 entering Exhibit 2 into the record, which is just the
6 utility's response, or all the exhibits?

7 **COMMISSIONER EDGAR:** My suggestion would be
8 all of them, Mr. Chairman, if that meets with what you
9 need us to do to move forward.

10 **CHAIRMAN GRAHAM:** Public Counsel.

11 **MS. CHRISTENSEN:** I think that might be more
12 agreeable to us. We certainly would object to moving 2
13 into the record at this time. And in the interest of
14 fairness, if we want to wait until the beginning of the
15 technical hearing to allow the company time to review
16 any of the customers' exhibits and presenting it at the
17 hearing, to make whatever objections they would like to
18 make at the beginning of the technical hearing, then I
19 have no objection to waiting until then for all the
20 customer exhibits, as well.

21 **CHAIRMAN GRAHAM:** Mr. May.

22 **MR. MAY:** That would be fine with us.

23 **CHAIRMAN GRAHAM:** I guess the only concern I
24 have, because the customers are here now, and they know
25 that what they gave us is going into the record, if for

1 some reason it is objected to and pulled out of the
2 record, then how does the customer know that what he
3 brought to be filed didn't go into the record, or the
4 customer doesn't have the opportunity to argue.

5 **COMMISSIONER EDGAR:** Mr. Chairman, that would
6 be something in the past that OPC would be able to
7 address at the technical portion of the hearing.

8 **MS. CHRISTENSEN:** I mean, we would certainly
9 be proffering the customers' exhibits, and I have no
10 objection to doing the customers' exhibits as we go
11 along at the customer meetings. But as far as 2, until
12 I see it, I can't make any -- render any objections to
13 it because I haven't seen it. It hasn't been created
14 yet, Exhibit 2. So that would be premature for me, I
15 would say at this point, to try to move that in. But as
16 far as the customer documents, you know, they're here,
17 and as long as they are actually produced, I guess we
18 can do it as we go through the hearings, or at the
19 technical hearing, and we would make whatever case can
20 be made for that.

21 I think technically we haven't run into really
22 too many problems with getting the customer proper
23 materials in at the beginning of the technical hearing,
24 but I guess that's up to the Commission's discretion.
25 If you want to do that while the customers are present,

1 then we are also in support of that.

2 **CHAIRMAN GRAHAM:** Mr. May.

3 **MR. MAY:** Not to belabor the point, but I
4 agree with Ms. Christensen. We don't want to
5 unnecessarily delay the process, but if we are going to
6 get technical, if we are going to have to object to
7 these documents at this point in time, we'll have to go
8 through an authentication process and it will be fairly
9 laborious and time consuming. So what I would suggest
10 is that all parties reserve the right to register
11 objections, and that we take that up at the beginning of
12 the technical hearing, if there are objections. I mean,
13 for instance, I have not had a lot of time to look at
14 the documents that Mr. Berg provided to me. It's about
15 20 pages long. Whether it's hearsay, whether it's
16 authenticated, those are all issues we will need to look
17 at. Not to unnecessarily delay the process, but perhaps
18 the most efficient way to do it would be to reserve the
19 right to object and then address those objections later,
20 if there are objections.

21 **CHAIRMAN GRAHAM:** Well, I'm going to take the
22 lead of Public Counsel on this one, because they are the
23 ones that if for some reason this stuff is objected to,
24 they are going to have to go to bat or go to war for
25 their clients. So unless Ms. Klancke is going to steer

1 me some other different direction, I'm going to go with
2 whatever Public Counsel wants to do.

3 **MS. KLANCKE:** I think in the instant case, to
4 afford all of the parties, including Public Counsel,
5 with the ability to fully vet and review the information
6 prior to having it moved in, I respect their concerns as
7 stated on the record, and I think that in order to
8 afford both Public Counsel as well as the remaining
9 parties, some of which are not present here today, with
10 the opportunity to review these documents, we can
11 address it at the beginning of the technical hearing.

12 And in the event that any specific objections
13 are made, and any documents are removed from the
14 customer portion, we have the customers' information and
15 perhaps we could verify with Public Counsel that those
16 individuals could be contacted with respect to that.

17 **MS. CHRISTENSEN:** We can certainly do that.
18 And the other option, too, is they could -- if there are
19 objections to be made, part of the argument could also
20 be to have that part made part of the docket file, part
21 of the correspondence part of the docket file, so it
22 would be in the docket file, but not as part of
23 evidence, if there is an objection to a particular
24 evidence, so at least it's in the correspondence file so
25 that it could be acknowledged that it was received by

1 the Commission. And we can maybe deal with that as we
2 get to the beginning of the technical hearing. So it
3 would be available in the correspondence side, even if
4 it is not made part of the formal record.

5 **CHAIRMAN GRAHAM:** Okay. So we will handle
6 that at the beginning of the technical hearing. And I
7 guess the burden will be upon Public Counsel to make
8 sure that these things are in.

9 I do want to thank everybody for coming. I
10 know this is not always an easy thing. I know it's
11 frustrating, but this is the opportunity for you guys to
12 come speak to us. I'll let you know, I heard a lot
13 today that I didn't know, and it's useful information.
14 You know, there's some of the stuff that I've got to go
15 back and find out the details, because there's always,
16 you know, the other side of the story. But I do
17 appreciate you giving up your time. I mean, all of us
18 have other things we could be doing on a Monday night.
19 So I do thank you all for coming down.

20 And I thank Public Counsel for being here, and
21 for Aqua Utilities' counsel for being here, and for
22 staff for putting this together and being here.

23 And, Commissioner Edgar.

24 **COMMISSIONER EDGAR:** Thank you, Mr. Chairman.

25 I would just like to echo your comments. I

1 thank all of you for coming. I know that it is often
2 not convenient, and locations and busy schedules, but we
3 are very, very glad that you chose to participate. I,
4 as my colleague, have taken down a number of notes and
5 questions that I will follow up on from some of the
6 comments that we have heard today. And I would also
7 note that the blue sheet that's, I believe, at the
8 sign-in table has a sheet on the back where if there's
9 something that you did not have a chance to say today,
10 that you can write it down and either give it to our
11 staff, or you can mail it in. It's self-addressed. And
12 it is also available on the website. And if you have
13 friends and neighbors or family members that were not
14 able to come this evening, but you think would like to
15 share comments with us, please bring that to their
16 attention that you can print that out on the web, or you
17 can take extra copies with you.

18 Thank you, Mr. Chairman.

19 **MR. MAY:** Mr. Chair.

20 **CHAIRMAN GRAHAM:** Yes, sir.

21 **MR. MAY:** Just in conclusion, Mr. Fox stands
22 by his commitment. He is willing to stay after with the
23 Aqua personnel in the back to answer any additional
24 questions that the customers may have.

25 **CHAIRMAN GRAHAM:** And just in case you didn't

1 hear that, the Aqua representatives will be here after
2 the meeting, if you have any further questions, or
3 one-on-one concerns, or things you want to state to
4 them, feel free to stay and do that.

5 If there is nothing else to come before us, we
6 are adjourned.

7 (The service hearing concluded at 8:17 p.m.)

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STATE OF FLORIDA)

: CERTIFICATE OF REPORTER

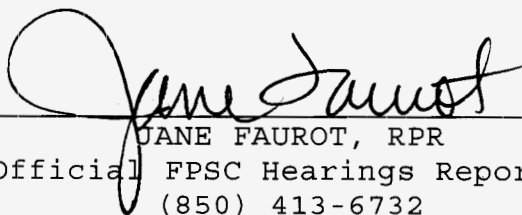
COUNTY OF LEON)

I, JANE FAUROT, RPR, Chief, Hearing Reporter Services Section, FPSC Division of Commission Clerk, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

IT IS FURTHER CERTIFIED that I stenographically reported the said proceedings; that the same has been transcribed under my direct supervision; and that this transcript constitutes a true transcription of my notes of said proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorney or counsel connected with the action, nor am I financially interested in the action.

DATED THIS 12th day of September, 2011.



JANE FAUROT, RPR
Official FPSC Hearings Reporter
(850) 413-6732