

Diamond Williams

From: Susan Sherman [Susan.Sherman@arlaw.com]
Sent: Monday, September 19, 2011 5:41 PM
To: Filings@psc.state.fl.us
Cc: D. Bruce May, Jr.; dbussey@hotmail.com; Kelly Sullivan, Esquire; KELLY.JR@leg.state.fl.us; kajoyce@aquaamerica.com; Patty Christensen (Christensen.patty@leg.state.fl.us); Robert Lloyd; William Coakley; David Bernstein; Kenneth Curtin
Subject: Aqua Utilities Florida, Inc. Rate Action (Dkt. No. 100330-WS) - EXHIBIT C TO RESPONSE TO REQUEST TO PRODUCE
Attachments: NOTICE OF FILING EXHIBIT C.pdf

Electronic Filing

a. Person Responsible for this electronic filing:

David S. Bernstein, Esq.
Adams and Reese LLP
150 Second Avenue North, Suite 1700
St. Petersburg, Florida 33701
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David.Bernstein@arlaw.com

b. Docket No. 100330-WS

In Re: Application for increase in water/wastewater rates in Alachua, Brevard, DeSoto, Hardee, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc.

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

d. There are a total of 100 pages

e. The document attached for electronic filing is YES Companies, LLC d/b/a Arredondo Farms', Notice of Filing Exhibit C to Objections and Responses to Applicant, Aqua Utilities Florida, Inc.'s, First Request to Produce.

Thank you for your cooperation and attention to this matter.

Susan G. Sherman, CP, FRP
Certified Paralegal
Adams and Reese LLP
150 Second Avenue North, Suite 1700
St. Petersburg, FL 33701
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DOCUMENT NUMBER DATE
06782 SEP 20 =
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ADAMS AND REESE LLP

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| Washington, D.C.**

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9/20/2011

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Application for increase in water/wastewater Rates in Alachua, Brevard, DeSoto, Hardee, Highlands, Lake, Lee Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc.

DOCKET NO. 100330-WS

Filed September 19, 2011

**INTERVENER, YES COMMUNITIES, INC., D/B/A
ARREDONDO FARMS, NOTICE OF FILING EXHIBIT C
TO AQUA UTILITIES FLORIDA, INC.'S
FIRST REQUEST TO PRODUCE**

Intervener, Yes Communities, Inc., d/b/a Arredondo Farms ("YES"), by and through its undersigned counsel, files this its Notice of Filing of Exhibit C to Objections and Responses to Applicant, Aqua Utilities Florida, Inc.'s, First Request to Produce on the date provided below in the Certificate of Service.

Respectfully submitted,

ADAMS AND REESE, LLP
David S. Bernstein, Esq. and
Andrew J. McBride, Esq.
150 Second Avenue North, Suite 1700
St. Petersburg, Florida 33701
Direct: (727) 502-8261
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Kenneth.curtin@arlaw.com

By: /s/ Andrew J. McBride

David S. Bernstein
Florida Bar No. 454400
Andrew J. McBride
Florida Bar No. 0067973
Attorneys for Intervener YES



Water and Sewer Utility Services Complaint Form

*Name: Barbara Walsh
*Address: 7117 SW Archer Rd L-4
Jamesville FL 32608
Telephone: 352 505-6248
*Provider: AQUA Utilities Inc.
*Account # (found on your water bill): 2014317880649336

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

poor customer service, high bills, low water pressure, too much chlorine in water, repairs appliances i.e. coffee maker, dishwasher, shower needs.

*Signature: Barbara Walsh

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

*Required field

DOCUMENT NUMBER DATE

06782 SEP 20 =

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Water and Sewer Utility Services Complaint Form

*Name: Rebecca G. Henkle
*Address: 7117 S.W. Archer Rd Lot 2712
Gainesville FL 32608
Telephone: 374-2992
*Provider: AQUA Utilities Inc.
*Account # (found on your water bill): 0009069880649300

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Garbage in water
Bill too high

*Signature: Rebecca G. Henkle

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Jasha Turner

*Address: 7117 SW Archer Rd
Grainville Fla 32608

Telephone: 350-290-6602 352-2257

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 1025 11415 014354

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

bill too high

*Signature: Jasha Turner

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

*Required field



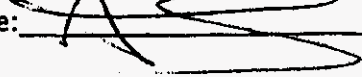
Water and Sewer Utility Services Complaint Form

*Name: Justin Hawker
*Address: 7117 SW Archer Rd
lot 97 Gainesville FL 32608
Telephone: 352 - 494 - 7931
*Provider: AQUA Utilities Inc.
*Account # (found on your water bill): 000907088-0649387

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

clogged washing machine and water
heater w/ calcium rocks,

*Signature: 

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Joan L. ALBERT

*Address: 1117 SW Archer Road LOT 2700
Gainesville FL 32608

Telephone: 352 336-1773

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 000906982 0649295

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Bill too high for one person. I do not water
my plants or lawn. I do laundry weekly 1-2 loads on
57 gal to med env of water. I do not wash my car.
+ the bill is over \$100 / month. last month I sent \$99.69. I was
away for 2 wks

*Signature: Joan L. Albert

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Mary Armetta
*Address: 7117 SW Acker Rd #124
Gainesville, FL 32608
Telephone: 352-225-3112
*Provider: AQUA Utilities Inc.
*Account # (found on your water bill): 0009061691 0649051

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

egg shell like particles in water. High
water bill for bad water

*Signature: Mary Armetta

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Anthony Carrion

*Address: 7117 SW Archer Rd. lot 121
Gainesville FL 32608

Telephone: (352) 318-1764

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 000906688 0649048

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Price gouging

*Signature: 

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Mary Washington Atkins
*Address: 7117 SW Archer RD #110
Gainesville, FL 32608
Telephone: 352 278 8967
*Provider: AQUA Utilities Inc.
*Account # (found on your water bill): 0009064740649036

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

Water Bill too High

*Signature: Mary Washington - Atkins

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Michelle Finno

*Address: 7117 SW Archer Rd
Lot 2604 Gainesville, FL 32608

Telephone: 352-874-9555

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 0009069390649259

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

the hardness test is 25⁺ and it is coating the dish & clothing which requires extra expenses for detergent & cleaners. The water is also leaving a film & spots on my windows & plants when using the

*Signature: Michelle R

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

sprinkler.
so far
I have had
problems with
all my appliances
that require
using the water
because of
clogging and
corroding.

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Patricia Samuels
*Address: 7117 SW Archer Rd #13
Gainesville, FL 32608
Telephone: 352-~~342-8882~~ 375-8993
*Provider: AQUA Utilities Inc.
*Account # (found on your water bill): 0009066970649056

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

I believe that Aqua Utilities is being dishonest with their water prices. I have spoken to many other people of other water companies + our prices are at least double. This should be illegal.

*Signature: P Samuels

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Ida Cardenas
*Address: 7117 SW Archer Rd lot 2465
Gainesville FL 32608
Telephone: 904-966-1565
*Provider: AQUA Utilities Inc.
*Account # (found on your water bill): 0013949850649209
*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

*Signature: 

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

*Required field



Water and Sewer Utility Services Complaint Form

*Name: William & Margaret Wright

*Address: 7117 SW Arder Rd.

Unit # 2407, Gainesville, FL 32608

Telephone: (352) 335-5147

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 000906882 0649211

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

tap water stains ceramic mugs & does not when making tea.

- Excessive Bills. Although the bill came down recently, the bill is exactly the same every month so the meter must be read each month.
- Need to purchase bottled water because taste of the tap water is terrible!
- Cannot get soapy water with soap in the shower because the water is so hard.

*Signature: [Handwritten Signature]

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Chris Niblett
*Address: 7117 SW Archer Rd #24
Gainesville, FL 32608
Telephone: 352-219-6343
*Provider: AQUA Utilities Inc.
*Account # (found on your water bill): 00091068750649204

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

① Doubled the price; my bill went from \$80 - 160 & no leaks were found
② I called & complained to aqua source & they said for me to contact my state regulator

*Signature: CR Niblett

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Earl McGeehan

*Address: 7117 S.W. Ashford Rd
Lot 137

Telephone: 352 225 3114

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 0016002290649063

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

taste not good
dishes do not come clean has white build up on sink dishes, etc.
water is very hard (over)

*Signature: [Handwritten Signature]

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

*Required field



1
July



Water and Sewer Utility Services Complaint Form

*Name: Robert Van Tassel

*Address: 7117 SW Archer Rd
LOT 44

Telephone: 352-514-9406

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 001623932-0649340
DONT HANG IT OR ME

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

High BILLS, TASED FUNNY, ~~etc~~

*Signature: [Handwritten Signature]

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

*Required field



Water and Sewer Utility Services Complaint Form

*Name: Jarvis

*Address: 7117 SW Archer Rd
#2

Telephone: _____

*Provider: AQUA Utilities Inc.

*Account # (found on your water bill): 00147-10770649095

*Reason of complaint (check all that apply):

- Poor water quality
- Low water pressure
- Broken water meter
- Other (Please explain)

won't drink the water -
it is disgusting - It looks like it
has stuff in it.

*Signature: 

You may also use the following methods to file a complaint with Florida Public Service Commission.

By phone: 1-800-342-3552

By e-mail: contact@psc.state.fl.us

Or file an electronic complaint at: <http://www.psc.state.fl.us/consumers/complaints/>

*Required field

Summary of customer monthly calls Aqua Utilities of Florida Arrendondo Estates/Farms 2010								
Call category	May	June	July	August	Sept.	Oct.	Nov	Total
Move in Move out								
Pay by Phone Speedpay								
Verify Account Balance								
Customer Account Changes								
No Water	9	1	13		63	16	41	143
Payment Arrangement								
Explain Bill								
Shut Off Notice								
Payment Confirmation Number								
Restore Service								
High Bill Complaint	1	3	14	1	3	8	2	32
Verify Receipt of Payment								
Turn on or Turn Off Service								
Low Pressure			8		2	2	6	18
Service Line Leak	3	4	2	5	7	7	3	31
Leak Adjustment	3	5	4	2	9	12	10	45
Dispute Bill	2	1	2	4	5	2	1	17
Boil Water Notice								
Meter Problem	2	2	3	1		1	1	10
Zip Check Sign up								
Payment Location Inquiry								
Water Quality/Taste and Odor						3		3
Sewer Service Complaint	4	7	9	4	3	5	5	37
Wave Late Fees								
All Other Calls								
Sub Total Quality Performance Report	24	23	55	17	92	56	69	336
Collection	2		1		1	3		7
Color	3	4				1	3	11
Est Bill	1							1
Final Bill	1							1
Misap PYMT	2		1	1		2		6
Lost Payment		1	1		2	1	1	6
Curb Box		1			1	2		4
Duplicate Bill		1		2		1	4	8
No Bill		1	1		4	1	1	8
Other Wt Q		1	2		17	2	5	27
Rates		1						1
Zero Use			1	2				3
Main Break				1	2		5	8
Supv Call				2	1			3
Bill Correction					1		1	2
Claims						1	1	2
Reports lumped into "All Other Calls"	9	10	7	8	29	14	21	98
Total reports by month Arrendondo	33	56	117	42	213	126	159	746
Total report all systems	844	673	735	687	860	631	1269	5699
Percent of total reports for this system	4%	8%	16%	6%	25%	20%	13%	13%

Florida Customer Contacts November Listing Arrendondo +All other system and totals

Call category	All other Systems	Arrendondo November	Total All Systems
Move in Move out			
Pay by Phone Speedpay			
Verify Account Balance			
Customer Account Changes			
No Water	561	41	602
Payment Arrangement			
Explain Bill			
Shut Off Notice			
Payment Confirmation Number			
Restore Service			
High Bill Complaint	86	2	88
Verify Receipt of Payment			
Turn on or Turn Off Service			
Low Pressure	42	6	48
Service Line Leak	67	3	70
Leak Adjustment	37	10	47
Dispute Bill	46	1	47
Boil Water Notice			
Meter Problem	24	1	25
Zip Check Sign up	5		5
Payment Location Inquiry			
Water Quality/Taste and Odor	7		7
Sewer Service Complaint	18	5	23
Wave Late Fees			
All Other Calls			
Sub Total			
Collection	12	3	15
Color	16		16
Est Bill	4		4
Final Bill			
Misap PYMT	12	1	13
Lost Payment	3		3
Curb Box	16	4	20
Duplicate Bill	9	1	10
No Bill	18	5	23
Other Wt Q	114		114
Rates	11		11
Zero Use	6	5	11
Main Break	20		20
Supv Call	9	1	10
Bill Correction	13	1	14
Meter Exchange	2		2
Penalty	2		2
Claims	6		6
Total Reports for November			1256

Summary of call reports

	Quality Performance Report		Florida Customer Contacts	Percent contacts
May	5051	438	844	16.71%
June	5741	453	673	11.72%
July	5790	509	735	12.69%
August	5583	503	687	12.31%
September	5207	479	860	16.52%
October	5192	443	631	12.15%
November	5886	489	1269	21.56%

Why the big difference in the two reports? I know it includes some non regulated counties Sarasota being the largest, I have checked with the Sarasota Utiliy dept and they are sure that water count is less than 5000 customers same for the wastewater. Aqua must have total water and wastewater in the regulated of less than 25000 accounts. Could this be total for the month of all Aqua co's.

Total customer count Aqua Florida operations File 00724-11 PDF page 7

Aqua Florida customer count as of 5-31-10

Total Florida Water		24173
Total Florida WW		15137
Total Florida customers		39310
AUF	Water	17099
AUF	WW	6425
Citrus	Water	318
Sarasota	Water	4842
Sarasota	WW	7113
Chuluota	Water	1530
Chuluota	WW	727
Jumper Crk	Water	40
Jumper Crk	WW	39
Fontain Lakes	Water	344
Fontain Lakes	WW	833

QUALITY PERFORMANCE REPORT

Florida Customers

	Nov-10	Percent	Total Calls
1	Move In or Move Out	16%	919
2	Pay by Phone - Speedpay	14%	797
3	No Water	11%	641
4	Verify Account Balance	9%	556
5	Customer Account Changes	7%	411
6	Shut-Off Notice	5%	267
7	Payment Confirmation Number	4%	255
8	Payment Arrangement	4%	248
9	Explain Bill	4%	236
10	Restore Service	4%	221
11	Verify Receipt of Payment	2%	142
12	Boil Water Notice Inquiry	2%	122
13	High Bill Complaint	2%	116
14	Turn On or Turn Off Service	2%	88
15	Service Line Leak	1%	80
16	Dispute Bill	1%	71
17	Low Pressure	1%	65
18	Leak Adjustment	1%	62
19	Waive Late Fees	1%	54
20	Payment Location Inquiry	1%	46
	All Other Calls	8%	489
	Total calls	100%	5,886

Florida Customer Contacts
November 2010

System	CITY	CCS Reason	Total
48 ESTATES	LEESBURG	COLLECTION	2
		SUPV_CALLB	1
	LEESBURG Total		3
48 ESTATES Total			3
ARREDONDO ESTATES	GAINESVILLE	CLAIMS	1
		COLOR	1
		DUPL BILL	1
		LEAK ADJ	8
		MAIN BRK	4
		METER PROB	1
		NO WATER	28
		OTHER WT Q	2
		PRESSURE	2
		GAINESVILLE Total	
ARREDONDO ESTATES Total			48
ARREDONDO FARMS	GAINESVILLE	BILL_CRCTN	1
		BILL_DISP	1
		COLOR	2
		DUPL BILL	3
		HIGH BILL	2
		LEAK_ADJ	2
		LOST_PYMT	1
		MAIN BRK	1
		NO BILL	1
		NO WATER	13
		OTHER WT Q	3
		PRESSURE	4
		SERV LEAK	3
		SEWER	5
		GAINESVILLE Total	
ARREDONDO FARMS Total			42
BEECHERS POINT	WELAKA	METER_EXCH	1
		NO_WATER	13
	WELAKA Total		14
BEECHERS POINT Total			14
BREEZE HILL	LAKE WALES	BILL_DISP	4
		HIGH BILL	4
		SERV_LEAK	1
LAKE WALES Total		9	
BREEZE HILL Total			9
CARLTON VILLAGE	LADY LAKE	MISAP_PYMT	2

FLORIDA PUBLIC SERVICE COMMISSION

VOTE SHEET

March 16, 2010

Docket No. 080121-WS – Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc.

Issue 1: Is Aqua Utilities Florida, Inc.'s performance as specified in the Monitoring Plan detailed in the Final Order adequate?

Recommendation: Yes.

DENIED, substituting for recommendation: No. While preliminary monitoring results show substantial improvement in AUF's performance, additional monitoring is required to ultimately render a determination as to the adequacy of AUF's quality of service. Staff will prepare a supplemental monitoring plan, including but not limited to staff recommendations as to monitoring the aesthetic water quality of seven systems, referenced in staff's recommendation, continuing to monitor customer complaints, continuing to monitor accuracy of meter readings, continuing to monitor accuracy of bills, and monitoring environmental progress through the end of the 2010 calendar year. Staff will bring this back to the Commission within 45 days.

COMMISSIONERS ASSIGNED: All Commissioners

COMMISSIONERS' SIGNATURES

MAJORITY

DISSENTING

Handwritten signatures in the majority column:

REMARKS/DISSENTING COMMENTS:

DOCUMENT NUMBER-DATE

02295 MAR 30 0

FPSC-COMMISSION CLERK

Vote Sheet

March 16, 2010

Docket No. 080121-WS – Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc.

(Continued from previous page)

Issue 2: Should this docket be closed?

Recommendation: No. If no person whose substantial interests are affected by the proposed agency action files a protest within twenty-one days of the issuance of the order, a consummating order will be issued, but the docket should remain open contingent on the DEP not issuing any further consent orders regarding the Woods water and wastewater systems within 18 months of the Final Order, issued on May 29, 2009. Once the 18-month timeframe has expired without any further DEP consent orders issued regarding the Woods water and wastewater systems, the increased revenues will no longer be subject to refund and this docket should be closed administratively. However, if new consent order activity for The Woods systems does occur before the 18-month timeframe has expired, staff will report back to the Commission with a recommendation as to how to proceed with the appropriate disposition of the rates made subject to refund.

APPROVED as modified to incorporate the additional supplemental monitoring as discussed in Issue 1. Staff was directed to get with the company and the public counsel and bring back a Phase II Monitoring Plan within 45 days or less.

AUF Monitoring Plan Findings, Report, Recommendations

Our group, FLOWFlorida would like to add the following comments regarding the Staff recommendation recently issued for the Commissioners action and review as it relates to the AUF Monitoring Plan ordered May 29, 2009 by this Commission.

While the order had specific actions and time frames. AUF had time to prepare all departments concerned of the plan, and also make additional adjustments as needed or necessary to assure desired results.

AUF Monitoring Plan

Our group, used the complaint activity data. We feel this method provides a totally unbiased look at the company's performance. As the company has no control over an individual customer who was not satisfied with answers given by the call center. Complaints are defined in the system as "billing" or "service" related. None the less much effort is required by the customer to file the complaint. As we review those reports today it becomes self evident of the "real customer experience" with the Aqua call center. The next several slides covers some Aqua operations in other States as well as Florida to broaden the scale and scope of our findings, regarding Aqua's customer service, methods, and procedures.

Customer Letter to NY PSC

The next 5 slides offer insight in adequate detail to the “customers experience” when contacting Aqua Customer service for assistance, only those customers with unlimited patience prevail. One of our speakers today experienced a similar “road block” when attempting to contact the President of Aqua Florida by the email published on the front page of the statement.

Carol & Peter Agramonte
965 Bellmore Rd
North bellmore NY 11710
516-781-6311
561-737-5197 (FL)

- **Jaclyn Brillling, Secretary**
New York Public Service Commission
Three Empire State Plaza 19th. Floor
Albany, New York 12223

September 16, 2009

We have been in dispute with Aqua over an excessive water bill in the amount of \$378.86 for the months of May through July, 2009. Although they admit that they were in error, I would appreciate it if you would kindly review the sequence of events we have had to endure from May through the present.

5/9-09-Called Aqua- Advised them of extremely reduced water flow at 965 Bellmore Road, Bellmore, NY 11710-"Paul" comes to look at it, and says he finds no problems, but a "crew" would be set over to confirm this.

5-13-09-Crew from Aqua arrives by truck-measures water pressure to be slightly over 46PSI. Crew leaves and we hear nothing more from Aqua Water flow problem continues

965 Bellmore Road

7-01-09-We leave for Florida where we intend to stay until December 09-Address 5505 North Ocean Blvd. 8-104, Ocean Ridge, Fl. 33435-
phone# 561-737-5197.

7-20-09-Aqua bill arrives in Florida- for period of 5-8-09 thru 7-7-09 in the amount of 378.86. (Water bills for the entire year of 2008 were 437.67.

7-21-09-Called Aqua spoke with Alice. Was told that someone would be sent to 965 Bellmore Road to make sure "there were no leaks". Alice said she would call me in Florida after the inspection.

7-30-09-No call from Alice.....I called and again spoke with Alice. She said that "as of today, (7-30-09) they had not gone to check for leaks nor to examine the meter". She said that she would call me after they had done this.

8-12-09- No call from Alice....I called this time and spoke with Rob. He assured me that he would immediately have a revised bill sent to our Florida address.

965 Bellmore Road

8-18-09-No bill no call.....I called again and spoke with Rob, who said the bill has been revised (\$180.91??)-Said he would take care of it and I should receive it shortly.

I then asked to speak with Alice, who said “the meter had been reread on 7-22.” When I inquired as to why she hadn’t called me, she had no explanation.

8-18-09- I wrote a letter to Aqua New York Water expressing my dissatisfaction.

8-26-09-No bill-No call.....I called yet again, and spoke with Rob, He said, “bill has been submitted to Billing Dept. but has not yet been posted”. He further advised that there is a two person Billing Dept., and one is on vacation. “You will receive a bill shortly!”

9-2-09-Still no bill. Received a phone call from Matt Snyder, who stated that he is President of Aqua New York Water. He said we would be receiving a new bill with credit. He took our mailing address in Florida, and that he would make sure that the revised bill would be sent to us. He also, spoke with my husband, Peter, and stated that a new 1” meter would be installed at our home to improve the water flow situation.

965 Bellmore Road

9-10-09-/still no bill. I called once again. Matt Snyder was not available. I spoke with Theresa Barri, Supervisor, who said she would print out the bill and send it to our Florida address, which she had at hand. She also said the new 1" meter would be installed at 965 Bellmore Road on Tuesday 9-15-09.

9-12-09-TODAY'S MAIL-Insult to injury!

FINAL TERMINATION NOTICE!!!!

Water scheduled to be shut off on or after September 28, 2009!

9-14-09-Spoke to both Teresa Barri, Supervisor and Matt Snyder President-They were very apologetic and offered many excuses. I told Matt Snyder that I am appalled by the way Aqua is run. I also advised him that there are not excuses for this situation....(he agreed).!

9-15-09-Finally after eight phone calls!

Water bill arrives in mail for months of July thru September with adjustment of \$234.25 (how was this figure computed?) Total bill \$199.57 (seen enclosed)

965 Bellmore Road

Also a phone call from Mickey Kane of Aqua Engineering-He spoke with my husband. Told him they would replace existing, 3/4" feeder and meter box w 5/8" meter to accommodate a new 1" meter installation to increase flow. They will have to open the street, cutting out the old meter pit and tunneling a new 1" feeder under the sidewalk. Work to begin October 1 (not sept.15 as previously advised by Therese Barri, Supv., Aqua Water Service.)

This letter is mainly for your information as to the management (?) or should I say, mismanagement of Aqua New York Water. How ironic that they would like to raise our rates by 12% for this wonderful service.

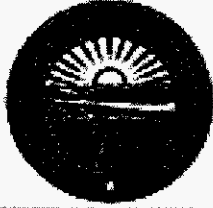
I would appreciate a response from you in regard to this situation.

Thank you very much.

Carol Agramonte

5505 N. Ocean Blvd. 8-104

Ocean Ridge Fl 33435



News Release

**Office of the Ohio Consumers' Counsel
FOR IMMEDIATE RELEASE**

Contact: Anthony Rodriguez
(614) 466-9547

Aqua Ohio fined \$132,000 for failure to resolve billing issues

COLUMBUS, Ohio – August 24, 2009 – State regulators fined Aqua Ohio \$132,000 last week and will audit the company to insure billing problems affecting thousands of customers in the company's eight-county service area are fixed. The company also must spend \$25,000 to help low-income water consumers.

The Office of the Ohio Consumers' Counsel (OCC) pursued the case against Aqua Ohio after consumers repeatedly reported they were not receiving their water bills for months at a time and when they did the cumulative bill was high. They also said the company was not taking actual meter readings for many months, a violation of service standards. Some consumers said they didn't get a bill for more than six months. Also, the company assessed late fees even though customers had not received bills. The Public Utilities Commission of Ohio determined the billing problems had been ongoing since May 2007 to at least February 2009.

NY PSC Order effective 1-29-2010

- Customer Service Incentive Mechanism (CSIM)

PSC Annual Complaint Rate	Proposed Amount
<3.7	None
>3.8	\$64,000
>4.5	\$80,000
>5.3	\$96,000

Stay out Provision

- The company will receive a 20 basis point return on equity stay-out premium in return for the Company's commitment not to file for a base rate increase prior to February 6, 2013. Should the Company file for rate relief to become effective prior to February 6, 2013, the Company will establish a deferred credit for the benefit of ratepayers equal to the revenue requirement effect of the stay-out premium for the period February 6, 2010 up to the date new rates next take effect, if before February 6, 2013

NewYork PSC billing refunds to consumers

JAN '09	\$	214,982.94
FEB '09	\$	133,061.32
MAR '09	\$	412,974.01
APR '09	\$	482,377.84
MAY '09	\$	181,789.36
JUNE '09	\$	160,864.19
JULY '09	\$	187,106.27
AUG '09	\$	1,095,079.41
SEPT '09	\$	177,760.45
OCT '09	\$	103,227.44
NOV '09	\$	201,680.09
DEC '09	\$	689,670.61
2009 Total	\$	4,040,573.93

To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 13206

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: James Branigan
Telephone: 3527879304
Email:
Address: 2101 Live Oak Dr. Fruitland Park, 34731

BUBINESS INFORMATION

Business Account Name: N/A
Account Number:
Address: N/A N/A Fla 34731

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

I am disturbed about receiving a rate increase form for Piney Woods system. A water leak

Docket No. 080121-WS

Schedule 2

Exhibit No. ___ (KHD-1)

Page 515 of 576

5/20/2008 3:53 PM

Office of Commission Clerk Official Filing

occured at the corner of Melanie St. & E. Spring Lake Blvd. and continued to leak for a week before it was repaired. The resident on the corner called Aqua Utilities 5 times about the situation before action was taken. Thousands of gals. of water went into the lake.

Now they want to cover their costs by increasing my water rates. This is not going to get it.

-----Original Message-----

From: Lihvarcik, John M.

Sent: Thursday, May 08, 2008 11:36 AM

To: Heath, Brian E.; Fontaine, Will M.

Cc: Pellenz, Edward J.

Subject: Docket 080121

Brian/Will:

I received this email from the PSC regarding a leak at Piney Woods which continued to leak for a week before it was repaired.

I need to respond back to the PSC by tomorrow can you give me background information on this.

Jack

Ed:

Can you make sure I receive the response.

Docket No. 080121-WS

Schedule 2

Exhibit No. ___(KHD-1)

Page 514 of 576

5/20/2008 3:53 PM

Office of Commission Clerk Official Filing

4/23/08 and did require an interruption of service and a boil water notice on Melanie Street that same day.

In summary the repair was delayed three to four days beyond the original schedule due to its priority ranking (two of those days were weekend days). All repairs are completed on a priority basis as soon as practical or necessary this repair would have been much more costly if we had done it after hours or on the weekend due to labor costs as apposed to the cost of the leaking water over a few days.

Brian E. Heath
Area Manager (North)
AQUA Utilities Florida, Inc.
P.O. Box 490310
Leesburg, Fl 34749
(352) 435-4021

Aqua Complaints Jan 06 Feb 10

Month	2010	2009	2008	2007	2006
January	13	13	4	11	5
February	12	13	18	8	11
March	8-10	9	12	15	0
April		17	19	7	1
May		26	12	33	3
June		23	25	15	2
July		17	21	29	2
August		18	9	20	3
September		12	14	12	1
October		13	18	14	1
November		2	6	10	0
December		15	10	14	4
Total	25	178	168	188	33

Co's with 8 or more reports by year

Jan 06 Feb 2010

	2010	2009	2008	2007	2006	Total
Aqua	25	178	168	188	33	592
Alafaya	0	27	68	6	11	112
Aloha	0	0	17	17	14	48
Ferncrest	0	0	0	0	0	9
Fourpoints	2	2	0	11	16	29
Lk Utility	0	0	0	0	0	11
Landmark	0	0	0	0	0	18
Lindrick	2	19	14	17	30	82
Total	29	224	278	244	126	901
Other Co's 150		153	106	107	99	465
Total Reports		377	384	351	225	1337

7 LARGEST FLORIDA WATER COMPANIES WITH COMMISSION COMPLAINTS 2009

Aqua	20,000+	175
Alafaya	7,260	27
Lake Utility	9,390	6
Utilities of FI	16,185	4
North Sumpter Utility	31,852	3
Sanlando	12,125	2
People's Water Svc.	11,858	1

Aqua Customers by County & Commission Complaints 1-1-2006-3-8-2010

County	Co#	Cust	Billing	Service	Total	% of Base
Highlands	ws880	928	36	16	52	5.6%
Lake	Ws881	4819	51	16	67	1.4%
Pasco	ws883	3190	85	28	113	3.5%
Putnam	ws885	1189	9	10	19	1.6%
Seminole	ws886	1533	55	32	87	5.7%
Volusia	ws887	379	10	2	12	3.2%

**Aqua Customers by County & Commission Complaints
1-1-2006-3-8-2010**

County	Co#	Cust	Billing	Service	Total	% of Base
Wash	ws888	579	9	1	10	1.7%
Lee	su821	68	8	10	18	26.5%
Alacha	ws688	569	49	24	73	12.8%
Sumter	ws768	119	9	4	13	10.9%
Desoto	ws798	556	5	2	7	1.3%

**Aqua Customers by County & Commission Complaints
1-1-2006-3-8-2010**

County	Co#	"Cust	Billing	Service	Total	% of Base
Marion	wu174	2420	24	11	35	1.4%
Palm Beach	wu787	481	12	4	16	3.3%
Brevard	wu879	269	5	1	6	2.2%
Orange	wu882	275	1	4	5	1.8%



Senator
Victor Crist, Vice Chair

Pasco County Legislative Delegation



Representative
Will Weatherford, Chair

January 26, 2010

The Honorable Nancy Argenziano, Chair
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Dear Chairwoman Argenziano:

Last year, the Public Service Commission approved a rate increase for Aqua Utilities Florida, a large utility company that purchased and now operates several water and wastewater utility systems throughout Florida. Many of these systems operate within the districts represented by our delegation.

We appreciate the difficult task that the Commission was faced with in setting rates for a utility operating multiple, separate systems at a level that ensures funding to maintain an adequate infrastructure for each system. However, as these difficult economic times continue, the rate increases approved by the Commission have hit citizens hard. In some instances, customers have seen their base facilities charges - the cost of simply keeping an account even when no water or sewer service is used - doubled or even tripled. At the same time, "gallage" charges for actual usage have also increased. For example, customers served by the Zephyr Shores system that use more than 10,000 gallons per month have seen their gallage charges increased four-fold, from \$5 to almost \$20 per thousand gallons. Quite simply, these rates have become unaffordable for many citizens.

It appears that there is an opportunity to take full advantage of the economies of scale offered by a consolidated utility company to provide some rate relief to customers served by the historically "high-cost" systems acquired by Aqua. We understand the Commission's concern that historically "low-cost" systems would be asked to support the "high-cost" systems, but it seems that customers served by the latter are those hardest hit by the rate increase.

The Honorable Harry Argueles, Chair
January 24, 2010

While we appreciate the complexities of setting rates for this utility, we respectfully request, on behalf of our delegation's constituents served by Aqua Utilities Florida, that the Commission consider all measures available to minimize the rate impact on Aqua's customers.

Thank you for your consideration of this request. If you would like to discuss this further, please do not hesitate to contact me.

Sincerely,

Will Weatherford, Chair
Representative, District 61

Victor Crist, Vice Chair
Senator, District 12

Ronda Storms
Senator, District 10

Mike Fasano
Senator, District 11

Robert Schriek
Representative, District 44

Tom Anderson
Representative, District 45

John Legg
Representative, District 46

Peter Nohr
Representative, District 48

Rich Giaroso
Representative, District 62

Cc: Florida Public Service Commissioners

00047

ORDER NO. PSC-09-0385-FOF-WS

DOCKET NO. 080121-WS

PAGE 142

<u>Band 1</u>	<u>Band 3</u>	<u>Band 4 = capped systems</u>	<u>Band 4 (cont.)</u>
Jasmine Lakes Kings Cove Ocala Oaks Picciola Island Silver Lake Estates Tangerine	48 Estates Gibsonia Estates Interlachen Lake / Park Manor Lake Osborne Orange Hill Quail Ridge Ravenswood Venetian Village	Arredondo Beechers Point East Lake Harris Friendly Center Haines Creek Harmony Homes Hermits Cove Hobby Hills Holiday Haven Imperial Mobile Terrace Jungle Den Kingswood Lake Josephine Lake Suzy Leisure Lakes Morningview Oakwood Palm Port Palm Terrace	Palms MHP Pomona Park River Grove Rosalie Oaks Sebring Lakes Silver Lake Oaks Skycrest Stone Mountain Summit Chase The Woods Tomoka Village Water Welaka / Saratoga Harbor Wootens Zephyr Shores
<u>Band 2</u> Carlton Village Fern Terrace Grand Terrace Lake Gibson Estates Piney Woods St. Johns Highlands Sunny Hills Valencia Terrace			

00048

Cap Band Rate Summary

Water 5000 Gallons

Band	ERC	% ERC	Increase/Mo	%to Tot.	Avg/erc
1-6	5592	33.2%	\$24,471.78	10.6%	\$4.38
2-8	2596	15.4%	\$28,582.49	12.4%	\$11.01
3-8	1606	9.5%	\$32,689.81	14.2%	\$20.35
4-34	7027	41.8%	\$144,824.24	62.8%	\$20.61
Total	16824		\$230,568.32		

Cap Band Rate Summary

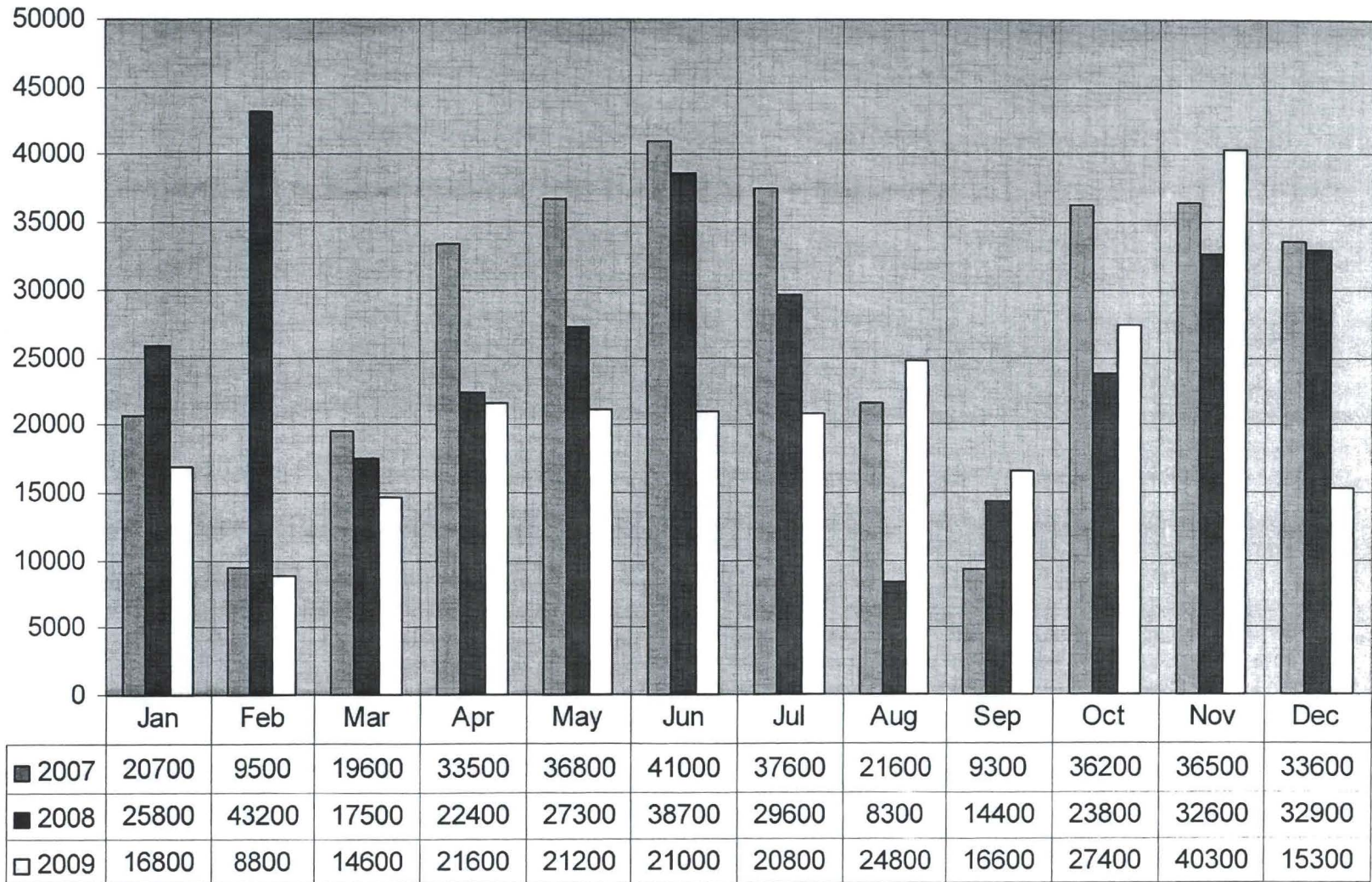
Water 6000 Gallons

Band	ERC	%erc	Increase	% to Total	Avg ERC
1-6	5592	33.2%	\$38,284.02	11.8%	\$6.85
2-8	2596	15.4%	\$40,679.85	12.5%	\$15.57
3-8	1606	9.5%	\$42,598.83	13.1%	28.52
4-34	7027	41.8	\$202,726.72	62.5	\$28.85
Total	16821		\$324,289.42		

Woman Questions Why Water Bill Is Up \$300



Elaine Glasscock usage in gallons 2007-2008-2009



■ 2007 ■ 2008 □ 2009

00052

Requested Action Items

- Commission review rate setting process to be more equitable for all ratepayers.
- Commission place an immediate suspension on all pending and future acquisitions by AUF, until customer commission complaints to this commission are in line with other water operations in Florida.

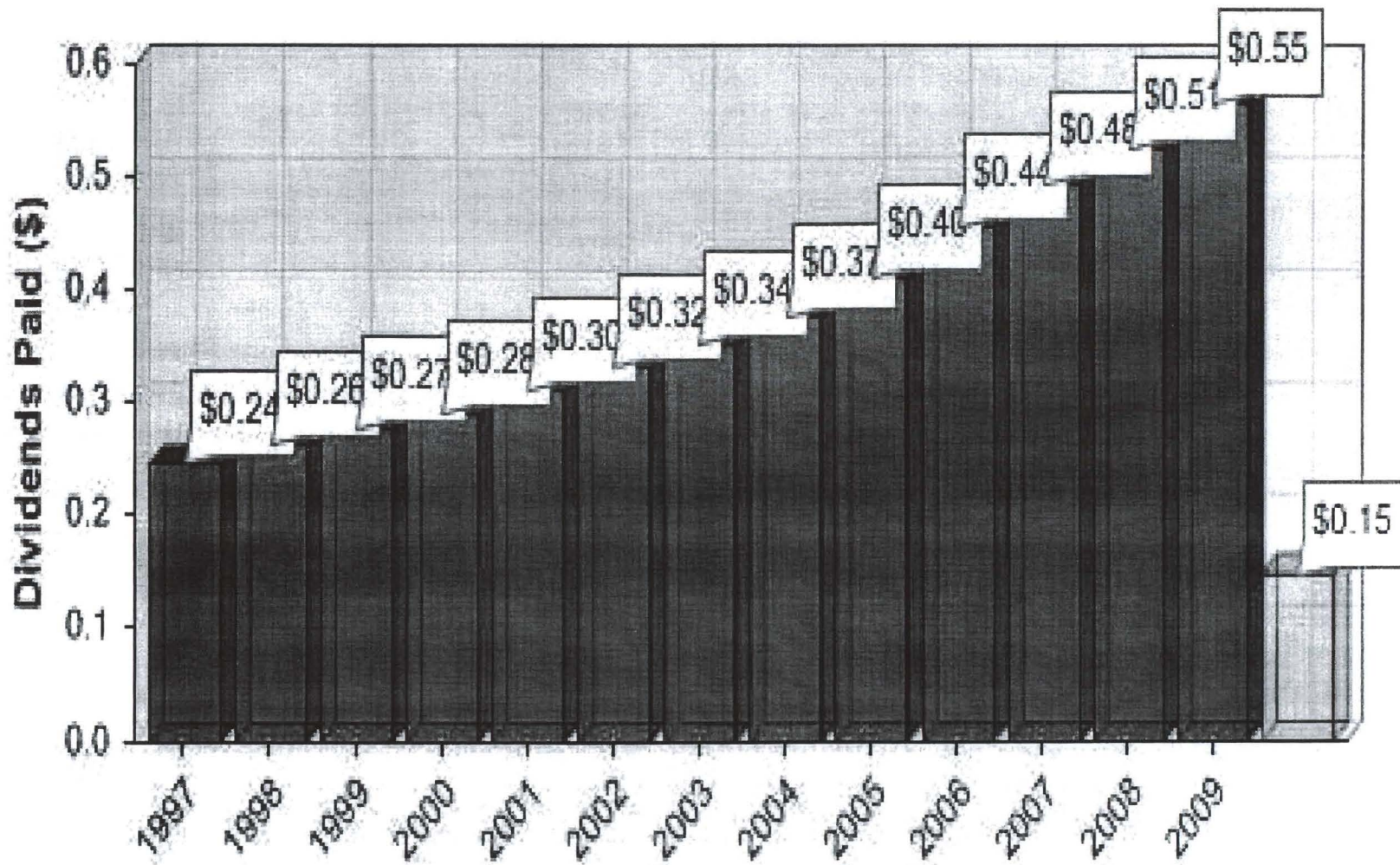
Requested Action Items

Consider enabling “Witness Poucher” seven recommendations.

ORDER NO. PSC-09-0385-FOF-WS

DOCKET NO. 080121-WS

PAGE 18 paragraph 4



Please note that an informal meeting between Commission staff and interested persons to the above-captioned docket has been scheduled for the following time and place:

Thursday, March 25, 2010, 1:30 p.m.
Gerald L. Gunter Building, Conference Room 154
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

The purpose of the meeting is to discuss the appropriate monitoring plan that the Commission should approve on a going forward basis. Attendance is not required; however, all interested persons are encouraged to attend. Interested persons may participate telephonically in this meeting by dialing 1-888-808-6959, Conference Code 4136206. If you have any questions about the meeting, please call Ralph Jaeger at (850) 413-6234.

THANK YOU

QUESTIONS

Universal Service Fund 2008

Four Year Summary/ History of PSC Complaints by Customers of the Seven Largest Regulated Water Compaines in Florida												
	Customer	2007		2008		2009		2010		Sub Totals		Totals
	Count	Service	Billing	Service	Billing	Service	Billing	Service	Billing	Service	Billing	
Aqua Utilities of Florida	22000	60	126	50	116	46	130	49	93	205	465	670
Alafaya	7300	5	1	57	6	24	3	0	7	86	17	103
Lake Utility	9400	1	1	4	1	1	13	4	2	10	17	27
North Sumter Utility	32000	0	1	0	1	0	3	0	0	0	5	5
People's Water Service	12000	1	1	2	0	1	0	4	4	8	5	13
Sanlando	12200	1	1	1	1	0	1	0	2	2	5	7
Utilities of Florida	16200	9	1	3	8	8	9	7	12	27	30	57
		77	132	117	133	80	159	64	120	338	544	882
Total		209		250		239		184				
		2007		2008		2009		2010		Four Year Total		
Total Commission Reports		All Co's	Aqua	All Co's	Aqua	All Co's	Aqua	All Co's	Aqua	All Co's	Aqua	
all Companies		351	186	384	166	377	176	350	142	1462	670	
			53%		43%		47%		41%		46%	

Aqua accounts for 46% percent of the total complaints for this four year period and the PSC regulates 160 companies



RECEIVED FPSC

11 FEB -2 AM 10:35

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

COMMISSION
CLERK

February 2, 2011

Katherine E. Fleming
Office of General Counsel
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket No. 100330-WS - Application for increase in water/wastewater rates in Alachua, Brevard, DeSoto, Hardee, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc. - Staff Sixteenth Data Request

Dear Ms. Fleming:

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

1. Please explain or describe whether AUF monitors for irregularities in billing that could signal a leak on the customer's side of the meter.

RESPONSE:

AUF does not perform monthly monitoring of irregularities in billing related to high consumption. High consumption complaints are handled on a case by case basis. If a leak is witnessed by an AUF employee, attempts are made to notify customers of possible leaks on their properties. Also, when a customer contacts a customer service representative (CSR), the CSR informs the customer of possible ways to detect leaks and how to check for possible leaks.

2. Please explain or describe whether the customer is responsible for all the leaks that occur on their side of the meter.

COM
APA
ECR
GCL
RAD
SSC
ADM
OPC
CLK

|
|
|

RESPONSE:

AUF does have a leak adjustment procedure. This procedure is attached hereto to this response. Upon verification the customer has repaired a leak on their side of the meter, through submitted documentation, a leak adjustment is calculated for a customer's account. This is based on fifty percent

DOCUMENT NUMBER-DATE

00799 FEB-2 =

An Aqua America Company
www.aquautilitiesflorida.com

FPSC-COMMISSION CLERK

(50%) of the difference in the consumption during the month with the leak and the average of three monthly billed consumption.

3. For leaks occurring on the customer's side of the meter, please explain or describe whether AUF has a policy for handling the leak adjustments.

RESPONSE:

Find attached hereto a copy of Aqua's customer leak adjustment procedure.

4. If the response to Question 3 is yes, please respond to the following:

- a. Please explain or describe AUF's policy for leak adjustments occurring on the customer's side of the meter.
- b. Please explain or describe whether the policy is in writing.
- c. If the response to 4b is positive, please provide the names of any and all documents in which the policy has been committed to writing.
- d. If the response to 4b is positive, please provide the pages (including the corresponding title pages) from the most current copies of each document in which AUF's leak adjustment policy is discussed.

RESPONSE:

- a. Yes, see attached document. For customer leaks, the customer is informed that documentation of the repair is required. Upon receipt and verification of the repair, Aqua analyzes the customer's average three month usage. An adjustment is calculated based upon fifty percent (50%) of the difference of the high usage (leak) and the next highest consumption. This calculated amount is then applied as an abatement to the customer's account.
 - b. Yes, see attached document.
 - c. See attached document.
 - d. See attached document
5. Please explain or describe whether AUF performs leak adjustments on customer's bills.
- a. If the response to 5 is yes, please provide, by county, for each month during the test year, both the number of leak adjustments and the resulting kgal adjustments made by the utility during the test year.
 - b. Please describe how the leak adjustment is made on AUF's books, both in terms of accounted for/unaccounted for water and revenues.

RESPONSE:

- a. Consumption amounts are not adjusted. When an abatement is received, the AUF controller books the abatement amount as a credit to revenues. This will reduce the revenue amount. However, no adjustments to consumption data are made. Therefore, the consumption amounts will reflect the actual amount that is recorded on the water meter. If adjustments were made to the gallons used in the test year, it would have the result of reducing the consumption amount and raise the gallonage charge proposed. Thus the customers are receiving a benefit by not reducing the consumption amount.
 - b. See answer to a, above.
6. If AUF does not have a policy for handling leak adjustments, please explain or describe how the utility handles leaks that occur on the customer's side of the meter.

RESPONSE:

Not applicable – see above responses.

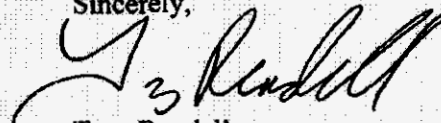
7. Please explain or describe whether AUF provides any type of credit or adjustment to the customer's bill when a leak occur on the customer's side of the meter.

RESPONSE:

See response above. The calculated amount is applied to the customer's account as an abatement credit.

Please acknowledge receipt of this filing by stamping the extra copy of this letter "filed" and returning the copy to me. Thank you for your assistance.

Sincerely,



Troy Rendell
Rates Manager

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

Leak Adjustments

A customer may request we make a credit adjustment to their bill because a water leak on the customer's side of the meter caused consumption that was higher than normal. We notify the customer they must have the leak repaired and provide us with a copy of the paid repair bill (or some documentation if they made the repair themselves) before a decision will be made. We will ask the customer to fax the repair bill to 1-866-780-8292.

Leak adjustments are granted on a case by case basis provided the customer has sent in proof of the repair being made. Adjustments are done on one month's highest bill only minus the base rate.

Example Below

One month's high bill	\$741.21
Base Rate	\$13.49
Total (Usage)	\$727.72

Average bill	\$26.49
Base Rate	\$13.49
Total (Usage)	\$13.00

Subtract the average bill from the high bill minus the base rate.

High bill	\$727.72
Average bill	\$13.00
Difference	\$714.72
50%	\$357.36

Average bills are determined by calculating the average of usage for a 3 month period.

DOCUMENT NUMBER-DATE

00799 FEB-2 =

FPSC-COMMISSION CLERK



RECEIVED FPSC

11 FEB -2 AM 10:35

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

COMMISSION
CLERK

February 2, 2011

Katherine E. Fleming
Office of General Counsel
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket No. 100330-WS - Application for increase in water/wastewater rates in Alachua, Brevard, DeSoto, Hardee, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc. - Staff Sixteenth Data Request

Dear Ms. Fleming:

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

1. Please explain or describe whether AUF monitors for irregularities in billing that could signal a leak on the customer's side of the meter.

RESPONSE:

AUF does not perform monthly monitoring of irregularities in billing related to high consumption. High consumption complaints are handled on a case by case basis. If a leak is witnessed by an AUF employee, attempts are made to notify customers of possible leaks on their properties. Also, when a customer contacts a customer service representative (CSR), the CSR informs the customer of possible ways to detect leaks and how to check for possible leaks.

2. Please explain or describe whether the customer is responsible for all the leaks that occur on their side of the meter.

COM
APA
ECR
GCL
RAD
SSC
ADM
OPC
CLK

RESPONSE:

AUF does have a leak adjustment procedure. This procedure is attached hereto to this response. Upon verification the customer has repaired a leak on their side of the meter, through submitted documentation, a leak adjustment is calculated for a customer's account. This is based on fifty percent

DOCUMENT NUMBER - DATE

00799 FEB -2 =

An Aqua America Company
www.aquautilitiesflorida.com

FPSC-COMMISSION CLERK

(50%) of the difference in the consumption during the month with the leak and the average of three monthly billed consumption.

3. For leaks occurring on the customer's side of the meter, please explain or describe whether AUF has a policy for handling the leak adjustments.

RESPONSE:

Find attached hereto a copy of Aqua's customer leak adjustment procedure.

4. If the response to Question 3 is yes, please respond to the following:

- a. Please explain or describe AUF's policy for leak adjustments occurring on the customer's side of the meter.
- b. Please explain or describe whether the policy is in writing.
- c. If the response to 4b is positive, please provide the names of any and all documents in which the policy has been committed to writing.
- d. If the response to 4b is positive, please provide the pages (including the corresponding title pages) from the most current copies of each document in which AUF's leak adjustment policy is discussed.

RESPONSE:

- a. Yes, see attached document. For customer leaks, the customer is informed that documentation of the repair is required. Upon receipt and verification of the repair, Aqua analyzes the customer's average three month usage. An adjustment is calculated based upon fifty percent (50%) of the difference of the high usage (leak) and the next highest consumption. This calculated amount is then applied as an abatement to the customer's account.
 - b. Yes, see attached document.
 - c. See attached document.
 - d. See attached document
5. Please explain or describe whether AUF performs leak adjustments on customer's bills.
- a. If the response to 5 is yes, please provide, by county, for each month during the test year, both the number of leak adjustments and the resulting kgal adjustments made by the utility during the test year.
 - b. Please describe how the leak adjustment is made on AUF's books, both in terms of accounted for/unaccounted for water and revenues.

RESPONSE:

- a. Consumption amounts are not adjusted. When an abatement is received, the AUF controller books the abatement amount as a credit to revenues. This will reduce the revenue amount. However, no adjustments to consumption data are made. Therefore, the consumption amounts will reflect the actual amount that is recorded on the water meter. If adjustments were made to the gallons used in the test year, it would have the result of reducing the consumption amount and raise the gallonage charge proposed. Thus the customers are receiving a benefit by not reducing the consumption amount.
 - b. See answer to a, above.
6. If AUF does not have a policy for handling leak adjustments, please explain or describe how the utility handles leaks that occur on the customer's side of the meter.

RESPONSE:

Not applicable -- see above responses.

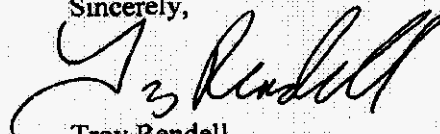
7. Please explain or describe whether AUF provides any type of credit or adjustment to the customer's bill when a leak occur on the customer's side of the meter.

RESPONSE:

See response above. The calculated amount is applied to the customer's account as an abatement credit.

Please acknowledge receipt of this filing by stamping the extra copy of this letter "filed" and returning the copy to me. Thank you for your assistance.

Sincerely,



Troy Rendell
Rates Manager

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

Leak Adjustments

A customer may request we make a credit adjustment to their bill because a water leak on the customer's side of the meter caused consumption that was higher than normal. We notify the customer they must have the leak repaired and provide us with a copy of the paid repair bill (or some documentation if they made the repair themselves) before a decision will be made. We will ask the customer to fax the repair bill to 1-866-780-8292.

Leak adjustments are granted on a case by case basis provided the customer has sent in proof of the repair being made. Adjustments are done on one month's highest bill only minus the base rate.

Example Below

One month's high bill	\$741.21
Base Rate	\$13.49
Total (Usage)	\$727.72

Average bill	\$26.49
Base Rate	\$13.49
Total (Usage)	\$13.00

Subtract the average bill from the high bill minus the base rate.

High bill	\$727.72
Average bill	\$13.00
Difference	\$714.72
50%	\$357.36

Average bills are determined by calculating the average of usage for a 3 month period.

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

Summary of customer monthly calls Aqua Utilities of Florida Arrendondo Estates/Farms 2010								
Call category	May	June	July	August	Sept.	Oct.	Nov	Total
Move in Move out								
Pay by Phone Speedpay								
Verify Account Balance								
Customer Account Changes								
No Water	9	1	13		63	16	41	143
Payment Arrangement								
Explain Bill								
Shut Off Notice								
Payment Confirmation Number								
Restore Service								
High Bill Complaint	1	3	14	1	3	8	2	32
Verify Receipt of Payment								
Turn on or Turn Off Service								
Low Pressure			8		2	2	6	18
Service Line Leak	3	4	2	5	7	7	3	31
Leak Adjustment	3	5	4	2	9	12	10	45
Dispute Bill	2	1	2	4	5	2	1	17
Boil Water Notice								
Meter Problem	2	2	3	1		1	1	10
Zip Check Sign up								
Payment Location Inquiry								
Water Quality/Taste and Odor						3		3
Sewer Service Complaint	4	7	9	4	3	5	5	37
Wave Late Fees								
All Other Calls								
Sub Total Quality Performance Report	24	23	55	17	92	56	69	336
Collection	2		1		1	3		7
Color	3	4				1	3	11
Est Bill	1							1
Final Bill	1							1
Misap PYMT	2		1	1		2		6
Lost Payment		1	1		2	1	1	6
Curb Box		1			1	2		4
Duplicate Bill		1		2		1	4	8
No Bill		1	1		4	1	1	8
Other Wt Q		1	2		17	2	5	27
Rates		1						1
Zero Use			1	2				3
Main Break				1	2		5	8
Supv Call				2	1			3
Bill Correction					1		1	2
Claims						1	1	2
Reports lumped into "All Other Calls"	9	10	7	8	29	14	21	98
Total reports by month Arrendondo	33	56	117	42	213	126	159	746
Total report all systems	844	673	735	687	860	631	1269	5699
Percent of total reports for this system	4%	8%	16%	6%	25%	20%	13%	13%

Florida Customer Contacts November Listing Arrendondo +All other system and totals

Call category	All other Systems	Arrendondo November	Total All Systems
Move in Move out			
Pay by Phone Speedpay			
Verify Account Balance			
Customer Account Changes			
No Water	561	41	602
Payment Arrangement			
Explain Bill			
Shut Off Notice			
Payment Confirmation Number			
Restore Service			
High Bill Complaint	86	2	88
Verify Receipt of Payment			
Turn on or Turn Off Service			
Low Pressure	42	6	48
Service Line Leak	67	3	70
Leak Adjustment	37	10	47
Dispute Bill	46	1	47
Boil Water Notice			
Meter Problem	24	1	25
Zip Check Sign up	5		5
Payment Location Inquiry			
Water Quality/Taste and Odor	7		7
Sewer Service Complaint	18	5	23
Wave Late Fees			
All Other Calls			
Sub Total			
Collection	12	3	15
Color	16		16
Est Bill	4		4
Final Bill			
Misap PYMT	12	1	13
Lost Payment	3		3
Curb Box	16	4	20
Duplicate Bill	9	1	10
No Bill	18	5	23
Other Wt Q	114		114
Rates	11		11
Zero Use	6	5	11
Main Break	20		20
Supv Call	9	1	10
Bill Correction	13	1	14
Meter Exchange	2		2
Penalty	2		2
Claims	6		6
Total Reports for November			1256

Summary of call reports

	Quality Performance Report		Florida Customer Contacts	Percent contacts
May	5051	438	844	16.71%
June	5741	453	673	11.72%
July	5790	509	735	12.69%
August	5583	503	687	12.31%
September	5207	479	860	16.52%
October	5192	443	631	12.15%
November	5886	489	1269	21.56%

Why the big difference in the two reports? I know it includes some non regulated counties Sarasota being the largest, I have checked with the Sarasota Utility dept and they are sure that water count is less than 5000 customers same for the wastewater. Aqua must have total water and wastewater is less than 5000 customers same for the wastewater. Aqua must have total water and wastewater in the regulated of less than 25000 accounts. Could this be total for the month of all Aqua co's.

Total customer count Aqua Florida operations File 00724-11 PDF page 7

Aqua Florida customer count as of 5-31-10

Total Florida Water		24173
Total Florida WW		15137
Total Florida customers		39310
AUF	Water	17099
AUF	WW	6425
Citrus	Water	318
Sarasota	Water	4842
Sarasota	WW	7113
Chuluota	Water	1530
Chuluota	WW	727
Jumper Crk	Water	40
Jumper Crk	WW	39
Fontain Lakes	Water	344
Fontain Lakes	WW	833

QUALITY PERFORMANCE REPORT

Florida Customers

Nov-10		Percent	Total Calls
1	Move In or Move Out	16%	919
2	Pay by Phone - Speedpay	14%	797
3	No Water	11%	641
4	Verify Account Balance	9%	556
5	Customer Account Changes	7%	411
6	Shut-Off Notice	5%	267
7	Payment Confirmation Number	4%	255
8	Payment Arrangement	4%	248
9	Explain Bill	4%	236
10	Restore Service	4%	221
11	Verify Receipt of Payment	2%	142
12	Boil Water Notice Inquiry	2%	122
13	High Bill Complaint	2%	116
14	Turn On or Turn Off Service	2%	88
15	Service Line Leak	1%	80
16	Dispute Bill	1%	71
17	Low Pressure	1%	65
18	Leak Adjustment	1%	62
19	Waive Late Fees	1%	54
20	Payment Location Inquiry	1%	46
	All Other Calls	8%	489
Total calls		100%	5,886

Florida Customer Contacts November 2010

System	CITY	CCS Reason	Total
48 ESTATES	LEESBURG	COLLECTION	2
		SUPV_CALLB	1
	LEESBURG Total		3
48 ESTATES Total			3
ARREDONDO ESTATES	GAINESVILLE	CLAIMS	1
		COLOR	1
		DUPL BILL	1
		LEAK ADJ	8
		MAIN BRK	4
		METER PROB	1
		NO WATER	28
		OTHER WT Q	2
		PRESSURE	2
GAINESVILLE Total		48	
ARREDONDO ESTATES Total			48
ARREDONDO FARMS	GAINESVILLE	BILL CRCTN	1
		BILL_DISP	1
		COLOR	2
		DUPL BILL	3
		HIGH BILL	2
		LEAK ADJ	2
		LOST PYMT	1
		MAIN BRK	1
		NO BILL	1
		NO WATER	13
		OTHER WT Q	3
		PRESSURE	4
		SERV LEAK	3
		SEWER	5
GAINESVILLE Total		42	
ARREDONDO FARMS Total			42
BEECHERS POINT	WELAKA	METER_EXCH	1
		NO_WATER	13
	WELAKA Total		14
BEECHERS POINT Total			14
BREEZE HILL	LAKE WALES	BILL_DISP	4
		HIGH BILL	4
		SERV LEAK	1
	LAKE WALES Total		9
BREEZE HILL Total			9
CARLTON VILLAGE	LADY LAKE	MISAP_PYMT	2

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IS Services

FLORIDA PUBLIC SERVICE COMMISSION

VOTE SHEET

March 16, 2010

Docket No. 080121-WS – Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc.

Issue 1: Is Aqua Utilities Florida, Inc.'s performance as specified in the Monitoring Plan detailed in the Final Order adequate?

Recommendation: Yes.

DENIED, substituting for recommendation: No. While preliminary monitoring results show substantial improvement in AUF's performance, additional monitoring is required to ultimately render a determination as to the adequacy of AUF's quality of service. Staff will prepare a supplemental monitoring plan, including but not limited to staff recommendations as to monitoring the aesthetic water quality of seven systems, referenced in staff's recommendation, continuing to monitor customer complaints, continuing to monitor accuracy of meter readings, continuing to monitor accuracy of bills, and monitoring environmental progress through the end of the 2010 calendar year. Staff will bring this back to the Commission within 45 days.

COMMISSIONERS ASSIGNED: All Commissioners

COMMISSIONERS' SIGNATURES

MAJORITY

DISSENTING

Handwritten signatures in the majority column:

REMARKS/DISSENTING COMMENTS:

DOCUMENT NUMBER-DATE

02295 MAR 30 0

FPSC-COMMISSIONER

· Vóte Sheet

March 16, 2010

Docket No. 080121-WS – Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc.

(Continued from previous page)

Issue 2: Should this docket be closed?

Recommendation: No. If no person whose substantial interests are affected by the proposed agency action files a protest within twenty-one days of the issuance of the order, a consummating order will be issued, but the docket should remain open contingent on the DEP not issuing any further consent orders regarding the Woods water and wastewater systems within 18 months of the Final Order, issued on May 29, 2009. Once the 18-month timeframe has expired without any further DEP consent orders issued regarding the Woods water and wastewater systems, the increased revenues will no longer be subject to refund and this docket should be closed administratively. However, if new consent order activity for The Woods systems does occur before the 18-month timeframe has expired, staff will report back to the Commission with a recommendation as to how to proceed with the appropriate disposition of the rates made subject to refund.

APPROVED as modified to incorporate the additional supplemental monitoring as discussed in Issue 1. Staff was directed to get with the company and the public counsel and bring back a Phase II Monitoring Plan within 45 days or less.

AUF Monitoring Plan Findings, Report, Recommendations

Our group, FLOWFlorida would like to add the following comments regarding the Staff recommendation recently issued for the Commissioners action and review as it relates to the AUF Monitoring Plan ordered May 29, 2009 by this Commission.

While the order had specific actions and time frames. AUF had time to prepare all departments concerned of the plan, and also make additional adjustments as needed or necessary to assure desired results.

AUF Monitoring Plan

Our group, used the complaint activity data. We feel this method provides a totally unbiased look at the company's performance. As the company has no control over an individual customer who was not satisfied with answers given by the call center. Complaints are defined in the system as "billing" or "service" related. None the less much effort is required by the customer to file the complaint. As we review those reports today it becomes self evident of the "real customer experience" with the Aqua call center. The next several slides covers some Aqua operations in other States as well as Florida to broaden the scale and scope of our findings, regarding Aqua's customer service, methods, and procedures.

Customer Letter to NY PSC

The next 5 slides offer insight in adequate detail to the “customers experience” when contacting Aqua Customer service for assistance, only those customers with unlimited patience prevail. One of our speakers today experienced a similar “road block” when attempting to contact the President of Aqua Florida by the email published on the front page of the statement.

Carol & Peter Agramonte
965 Bellmore Rd
North bellmore NY 11710
516-781-6311
561-737-5197 (FL)

- **Jaclyn Brilling, Secretary**
New York Public Service Commission
Three Empire State Plaza 19th. Floor
Albany, New York 12223

September 16, 2009

We have been in dispute with Aqua over an excessive water bill in the amount of \$378.86 for the months of May through July, 2009. Although they admit that they were in error, I would appreciate it if you would kindly review the sequence of events we have had to endure from May through the present.

5/9-09-Called Aqua- Advised them of extremely reduced water flow at 965 Bellmore Road, Bellmore, NY 11710-"Paul" comes to look at it, and says he finds no problems, but a "crew" would be set over to confirm this.

5-13-09-Crew from Aqua arrives by truck-measures water pressure to be slightly over 46PSI. Crew leaves and we hear nothing more from Aqua Water flow problem continues

965 Bellmore Road

7-01-09-We leave for Florida where we intend to stay until December 09-Address 5505 North Ocean Blvd. 8-104, Ocean Ridge, Fl. 33435- phone# 561-737-5197.

7-20-09-Aqua bill arrives in Florida- for period of 5-8-09 thru 7-7-09 in the amount of 378.86. (Water bills for the entire year of 2008 were 437.67.

7-21-09-Called Aqua spoke with Alice. Was told that someone would be sent to 965 Bellmore Road to make sure "there were no leaks". Alice said she would call me in Florida after the inspection.

7-30-09-No call from Alice.....I called and again spoke with Alice. She said that "as of today, (7-30-09) they had not gone to check for leaks nor to examine the meter". She said that she would call me after they had done this.

8-12-09- No call from Alice....I called this time and spoke with Rob. He assured me that he would immediately have a revised bill sent to our Florida address.

965 Bellmore Road

8-18-09-No bill no call.....I called again and spoke with Rob, who said the bill has been revised (\$180.91??)-Said he would take care of it and I should receive it shortly.

I then asked to speak with Alice, who said “the meter had been reread on 7-22.” When I inquired as to why she hadn’t called me, she had no explanation.

8-18-09- I wrote a letter to Aqua New York Water expressing my dissatisfaction.

8-26-09-No bill-No call.....I called yet again, and spoke with Rob, He said, “bill has been submitted to Billing Dept. but has not yet been posted”. He further advised that there is a two person Billing Dept., and one is on vacation. “You will receive a bill shortly!”

9-2-09-Still no bill. Received a phone call from Matt Snyder, who stated that he is President of Aqua New York Water. He said we would be receiving a new bill with credit. He took our mailing address in Florida, and that he would make sure that the revised bill would be sent to us. He also, spoke with my husband, Peter, and stated that a new 1” meter would be installed at our home to improve the water flow situation.

965 Bellmore Road

9-10-09-/still no bill. I called once again. Matt Snyder was not available. I spoke with Theresa Barri, Supervisor, who said she would print out the bill and send it to our Florida address, which she had at hand. She also said the new 1" meter would be installed at 965 Bellmore Road on Tuesday 9-15-09.

9-12-09-TODAY'S MAIL-Insult to injury!

FINAL TERMINATION NOTICE!!!!

Water scheduled to be shut off on or after September 28, 2009!

9-14-09-Spoke to both Teresa Barri, Supervisor and Matt Snyder President-They were very apologetic and offered many excuses. I told Matt Snyder that I am appalled by the way Aqua is run. I also advised him that there are not excuses for this situation....(he agreed).!

9-15-09-Finally after eight phone calls!

Water bill arrives in mail for months of July thru September with adjustment of \$234.25 (how was this figure computed?) Total bill \$199.57 (seen enclosed)

965 Bellmore Road

Also a phone call from Mickey Kane of Aqua Engineering-He spoke with my husband. Told him they would replace existing, 3/4" feeder and meter box w 5/8" meter to accommodate a new 1" meter installation to increase flow. They will have to open the street, cutting out the old meter pit and tunneling a new 1" feeder under the sidewalk. Work to begin October 1 (not sept.15 as previously advised by Therese Barri, Supv., Aqua Water Service.)

This letter is mainly for your information as to the management (?) or should I say, mismanagement of Aqua New York Water. How ironic that they would like to raise our rates by 12% for this wonderful service.

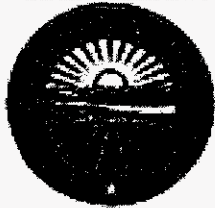
I would appreciate a response from you in regard to this situation.

Thank you very much.

Carol Agramonte

5505 N. Ocean Blvd. 8-104

Ocean Ridge Fl 33435



News Release

**Office of the Ohio Consumers' Counsel
FOR IMMEDIATE RELEASE**

Contact: Anthony Rodriguez
(614) 466-9547

Aqua Ohio fined \$132,000 for failure to resolve billing issues

COLUMBUS, Ohio – August 24, 2009 – State regulators fined Aqua Ohio \$132,000 last week and will audit the company to insure billing problems affecting thousands of customers in the company's eight-county service area are fixed. The company also must spend \$25,000 to help low-income water consumers.

The Office of the Ohio Consumers' Counsel (OCC) pursued the case against Aqua Ohio after consumers repeatedly reported they were not receiving their water bills for months at a time and when they did the cumulative bill was high. They also said the company was not taking actual meter readings for many months, a violation of service standards. Some consumers said they didn't get a bill for more than six months. Also, the company assessed late fees even though customers had not received bills. The Public Utilities Commission of Ohio determined the billing problems had been ongoing since May 2007 to at least February 2009.

NY PSC Order effective 1-29-2010

- Customer Service Incentive Mechanism (CSIM)

PSC Annual Complaint Rate	Proposed Amount
<3.7	None
>3.8	\$64,000
>4.5	\$80,000
>5.3	\$96,000

Stay out Provision

- The company will receive a 20 basis point return on equity stay-out premium in return for the Company's commitment not to file for a base rate increase prior to February 6, 2013. Should the Company file for rate relief to become effective prior to February 6, 2013, the Company will establish a deferred credit for the benefit of ratepayers equal to the revenue requirement effect of the stay-out premium for the period February 6, 2010 up to the date new rates next take effect, if before February 6, 2013

NewYork PSC billing refunds to consumers

JAN '09	\$	214,982.94
FEB '09	\$	133,061.32
MAR '09	\$	412,974.01
APR '09	\$	482,377.84
MAY '09	\$	181,789.36
JUNE '09	\$	160,864.19
JULY '09	\$	187,106.27
AUG '09	\$	1,095,079.41
SEPT '09	\$	177,760.45
OCT '09	\$	103,227.44
NOV '09	\$	201,680.09
DEC '09	\$	689,670.61
2009 Total	\$	4,040,573.93

To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 13206

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: James Branigan
Telephone: 3527679304
Email:
Address: 2101 Live Oak Dr. Fruitland Park, 34731

BUSINESS INFORMATION

Business Account Name: N/A
Account Number:
Address: N/A N/A Fla 34731

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:

I am disturbed about receiving a rate increase form for Piney Woods system. A water leak

Docket No. 080121-WS

Schedule 2

Exhibit No. ___ (KHD-1)

Page 515 of 576

5/20/2008 3:53 PM

Office of Commission Clerk Official Filing

occured at the corner of Melanie St. & E. Spring Lake Blvd. and continued to leak for a week before it was repaired. The resident on the corner called Aqua Utilities 5 times about the situation before action was taken. Thousands of gals. of water went into the lake.

Now they want to cover their costs by increasing my water rates. This is not going to get it.

-----Original Message-----

From: Lihvarcik, John M.

Sent: Thursday, May 08, 2008 11:36 AM

To: Heath, Brian E.; Fontaine, Will M.

Cc: Pellenz, Edward J.

Subject: Docket 080121

Brian/Will:

I received this email from the PSC regarding a leak at Piney Woods which continued to leak for a week before it was repaired.

I need to respond back to the PSC by tomorrow can you give me background information on this.

Jack

Ed:

Can you make sure I receive the response.

Docket No. 080121-WS

Schedule 2

Exhibit No. ___(KHD-1)

Page 514 of 576

5/20/2008 3:53 PM

Office of Commission Clerk Official Filing

4/23/08 and did require an interruption of service and a boil water notice on Melanie Street that same day.

In summary the repair was delayed three to four days beyond the original schedule due to its priority ranking (two of those days were weekend days). All repairs are completed on a priority basis as soon as practical or necessary this repair would have been much more costly if we had done it after hours or on the weekend due to labor costs as apposed to the cost of the leaking water over a few days.

Brian E. Heath

Area Manager (North)

AQUA Utilities Florida, Inc.

P.O. Box 490310

Leesburg, Fl 34749

(352) 435-4021

Aqua Complaints Jan 06 Feb 10

Month	2010	2009	2008	2007	2006
January	13	13	4	11	5
February	12	13	18	8	11
March	8-10	9	12	15	0
April		17	19	7	1
May		26	12	33	3
June		23	25	15	2
July		17	21	29	2
August		18	9	20	3
September		12	14	12	1
October		13	18	14	1
November		2	6	10	0
December		15	10	14	4
Total	25	178	168	188	33

Co's with 8 or more reports by year

Jan 06 Feb 2010

	2010	2009	2008	2007	2006	Total
Aqua	25	178	168	188	33	592
Alafaya	0	27	68	6	11	112
Aloha	0	0	17	17	14	48
Ferncrest	0	0	0	0	0	9
Fourpoints	2	2	0	11	16	29
Lk Utility	0	0	0	0	0	11
Landmark	0	0	0	0	0	18
Lindrick	2	19	14	17	30	82
Total	29	224	278	244	126	901
Other Co's 150		153	106	107	99	465
Total Reports		377	384	351	225	1337

7 LARGEST FLORIDA WATER COMPANIES WITH COMMISSION COMPLAINTS 2009

Aqua	20,000+	175
Alafaya	7,260	27
Lake Utility	9,390	6
Utilities of FI	16,185	4
North Sumpter Utility	31,852	3
Sanlando	12,125	2
People's Water Svc.	11,858	1

Aqua Customers by County & Commission Complaints 1-1-2006-3-8-2010

County	Co#	Cust	Billing	Service	Total	% of Base
Highlands	ws880	928	36	16	52	5.6%
Lake	Ws881	4819	51	16	67	1.4%
Pasco	ws883	3190	85	28	113	3.5%
Putnam	ws885	1189	9	10	19	1.6%
Seminole	ws886	1533	55	32	87	5.7%
Volusia	ws887	379	10	2	12	3.2%

**Aqua Customers by County & Commission Complaints
1-1-2006-3-8-2010**

County	Co#	Cust	Billing	Service	Total	%of Base
Wash	ws888	579	9	1	10	1.7%
Lee	su821	68	8	10	18	26.5%
Alacha	ws688	569	49	24	73	12.8%
Sumter	ws768	119	9	4	13	10.9%
Desoto	ws798	556	5	2	7	1.3%

**Aqua Customers by County & Commission Complaints
1-1-2006-3-8-2010**

County	Co#	"Cust	Billing	Service	Total	% of Base
Marion	wu174	2420	24	11	35	1.4%
Palm Beach	wu787	481	12	4	16	3.3%
Brevard	wu879	269	5	1	6	2.2%
Orange	wu882	275	1	4	5	1.8%



**Pasco County
Legislative Delegation**



**Senator
Victor Crist, Vice Chair**

**Representative
Will Weatherford, Chair**

January 26, 2010

**The Honorable Nancy Angeziano, Chair
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850**

Dear Chairwoman Angeziano:

Last year, the Public Service Commission approved a rate increase for Aqua Utilities Florida, a large utility company that purchased and now operates several water and wastewater utility systems throughout Florida. Many of these systems operate within the districts represented by our delegation.

We appreciate the difficult task that the Commission was faced with in setting rates for a utility operating multiple, separate systems in a level that ensures funding to maintain an adequate infrastructure for each system. However, as these difficult economic times continue, the rate increases approved by the Commission have hit citizens hard. In some instances, customers have seen their base facilities charges – the cost of simply keeping an account even when no water or sewer service is used – doubled or even tripled. At the same time, “gallage” charges for actual usage have also increased. For example, customers served by the Zephyr Shores system that use more than 10,000 gallons per month have seen their gallage charges increased four-fold, from \$5 to almost \$20 per thousand gallons. Quite simply, these rates have become unaffordable for many citizens.

It appears that there is an opportunity to take full advantage of the economies of scale offered by a consolidated utility company to provide some rate relief to customers served by the historically “high-cost” systems acquired by Aqua. We understand the Commission’s concern that historically “low-cost” systems would be asked to support the “high-cost” systems, but it seems that customers served by the latter are those hardest hit by the rate increase.

The Honorable Peter Agreton, Chair
January 24, 2019

While we appreciate the complexities of setting rates for this utility, we respectfully request, on behalf of our delegation's constituents served by Aqua Utilities Florida, that the Commission consider all measures available to minimize the rate impact on Aqua's customers.

Thank you for your consideration of this request. If you would like to discuss this further, please do not hesitate to contact me.

Sincerely,

Will Weatherford, Chair
Representative, District 61

Victor Crist, Vice Chair
Senator, District 12

Ronda Storms
Senator, District 10

Mike Fasano
Senator, District 11

Robert Schenck
Representative, District 44

Tom Anderson
Representative, District 45

John Leagg
Representative, District 46

Peter Nohr
Representative, District 48

Rich Glasco
Representative, District 62

Cc: Florida Public Service Commissioners