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DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

September 22, 2011

RECEIVED-FPSC
11 SEP 23 PM 3:28
COMMISSION
CLERK

Mr. Don Hainley
7117 S.W. Archer Road
Lot No. 2104
Gainesville, FL 32608

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.

Dear Mr. Hainley:

Thank you for attending the service hearing held on September 12, 2011, in Gainesville, Florida. The Commission appreciated your comments regarding the rate case involving Aqua Utilities Florida (AUF).

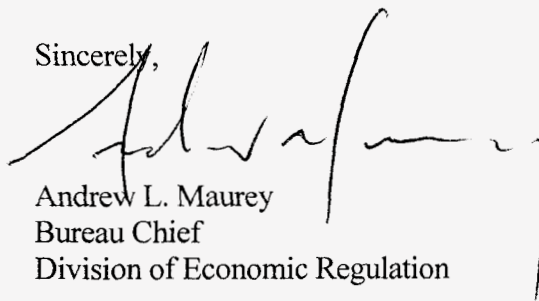
During your remarks at the Gainesville Service Hearing, you mentioned that you thought you may have been overcharged on your recent water bill. After reviewing your bill, staff has determined that you received a pro rated bill. This means that a portion of your water service for the period was billed at the original rates and the remainder of your water service for the period was billed at the higher Proposed Agency Action (PAA) rates that became effective on August 1, 2011. By statute, AUF may request approval from the Commission to implement the PAA rates, collected subject to refund, while the case proceeds. AUF did so on July 1, 2011, and the Commission approved the rates on July 27, 2011, effective for service rendered on and after August 1, 2011. If at the conclusion of this case it is determined that AUF was not entitled to the PAA rates, the incremental amount collected above what the Commission determines is appropriate will be refunded to customers with interest.

Thank you again for attending and speaking at the Gainesville Service Hearing. If you have any questions or I can be of further assistance, please contact me at (850) 413-6465 or by e-mail at amaurey@psc.state.fl.us.

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Sincerely,

A handwritten signature in black ink, appearing to read "Andrew L. Maurey". The signature is fluid and cursive, with a long, sweeping tail that extends downwards and to the right.

Andrew L. Maurey
Bureau Chief
Division of Economic Regulation

AM/ao

cc: Office of Commission Clerk (Docket No. 100330-WS)