

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

RECEIVED-PPSC

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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

DATED: October 6, 2011

COMMISSION CLERK

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing Direct Testimony of Rhonda L. Hicks has been served by U.S. Mail this 6th day of October, 2011, to the following:

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c/o The Florida Legislature
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Tallahassee, Florida 32399-1400

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FPSC-COMMISSION CLERK

CERTIFICATE OF SERVICE
DOCKET NO. 100330-WS
PAGE 2

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Pasco County Board of County
Commissioner
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RALPH R. JAEGER
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FLORIDA PUBLIC SERVICE COMMISSION
Gerald L. Gunter Building
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Telephone: (850) 413-6199

DOCKET NO.: 100330-WS - Application for increase in water and 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.

WITNESS: Direct Testimony of Rhonda L. Hicks, Florida Public Service Commission; Appearing on Behalf of the Staff of the Florida Public Service Commission.

DATE FILED: October 6, 2011

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DIRECT TESTIMONY OF RHONDA L. HICKS

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Q. Please state your name and address.

A. My name is Rhonda L. Hicks. My address is 2540 Shumard Oak Boulevard;
Tallahassee, Florida; 32399-0850.

Q. By whom are you employed and in what capacity?

A. I am employed by the Florida Public Service Commission (Commission) as Chief of
the Bureau of Consumer Assistance in the Division of Service Reliability and
Consumer Assistance.

Q. Please give a brief description of your educational background and professional
experience.

A. I graduated from Florida A&M University in 1986 with a Bachelor of Science degree
in Accounting. I have worked for the Commission for 25 years. I have varied
experience in the electric, gas, telephone, and water and wastewater industries. My
work experience includes rate cases, cost recovery clauses, depreciation studies, tax,
audit, consumer outreach, and consumer complaints. I currently work in the Bureau
of Consumer Assistance within the Division of Service Reliability and Consumer
Assistance where I manage consumer complaints and inquiries.

Q. What is the function of the Bureau of Consumer Assistance?

A. The bureau's function is to resolve disputes between regulated companies and their
customers as quickly, effectively, and inexpensively as possible.

Q. Do all consumers, who have disputes with their regulated company, contact the Bureau
of Consumer Assistance?

A. No. Consumers may initially file their complaint with the regulated company and
reach resolution without the bureau's intervention. In fact, consumers are encouraged
to allow the regulated company the opportunity to resolve the dispute prior to any

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Commission involvement.

Q. What is the purpose of your testimony?

A. The purpose of my testimony is to advise the Commission of the number of consumer complaints filed against Aqua Utilities Florida, Inc. (Aqua) under Rule 25-22.032, Florida Administrative Code, for consumer complaints, from January 1, 2009 through September 30, 2011. My testimony will also provide information on the type of complaints filed and information on apparent rule violations, if any.

Q. What do your records indicate concerning the number of complaints filed against Aqua?

A. From January 1, 2009, through September 30, 2011, customers filed 400 complaints against Aqua with the Commission. During 2009, 176 complaints were filed against Aqua while 144 and 81 complaints were filed in 2010 and 2011, respectively.

Q. What have been the most common types of complaints against Aqua?

A. During the specified time period, approximately 284 (71%) of the complaints filed with the Commission concerned billing issues, while approximately 117 (29%) of the complaints involved quality of service issues.

Q. How many of the complaints referenced in your testimony has staff determined to be an apparent violation of Commission rules?

A. Of the 401 complaints filed, 46 (11%) were determined to be apparent violations of Commission rules.

Q. What was the nature of the apparent rule violations?

A. The majority of the apparent rule violations were for failure to respond to either the customer or the Commission within the time required by Rule 25-22.032, Florida Administrative Code (WB/WS-49; WB/WS-50; WB/WS-51). Other violations include improper backbilling (WB-19), inaccurate meter readings (WB-04), failure to read the

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meter at regular intervals (WB-03), and improper disconnection (WS-12).

Q. How are apparent rule violations addressed?

A. During the complaint resolution process, complaint staff determine if the complaint is a possible rule violation. If it is determined that the complaint is a possible rule violation, an infraction close-out code is applied to the complaint so that it can be tracked.

Q. Is technical staff informed of every instance of a possible rule violation?

A. No. Technical staff is not informed of every instance of a possible rule violation unless there appears to be a significant number of possible violations of the same rule or a large quantity of possible violations received in a short time frame.

Q. Did Aqua receive a significant number of apparent rule violations?

A. No. As previously mentioned in my testimony, 46 (11%) of the 401 complaints filed against Aqua since 2009, were determined to be possible violations of Commission rules.

Q. How many apparent rule violations occurred in 2009, 2010, and 2011?

A. During 2009 and 2010, Aqua received 21 and 18 apparent rule violations, respectively. As of September 30, 2011, Aqua received 7 apparent rule violations.

Q. Do you have any exhibits attached to your testimony?

A. Yes. I am sponsoring Exhibits RLH-1, RLH-2, and RLH-3 which provide a summary listing of complaints filed in 2009, 2010, and 2011, against Aqua under Rule 25-22.032, Florida Administrative Code. As previously noted, the complaints were filed during the period January 1, 2009 through September 30, 2011. I am also sponsoring Exhibit RLH-4, which is a listing of complaint close-out codes used to identify the resolution of the complaint.

Q. Does this conclude your testimony?

i | A. Yes, it does.

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09/26/2011

FLORIDA PUBLIC SERVICE COMMISSION
COMPLAINTS QUERY REPORT



Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ECR							
	JASON REAM	0821958W	AQUA UTILITIES FLORIDA, INC.	WS886	02/02/2009	GI-25	T
Date Closed:	05/14/2009	Assigned Analyst:	ECR	Closed Analyst:	SHARON ALLBRITTON		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:IMPROPER BILLS	
County:	Seminole	Customer Phone:	(407)-443-7123	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
ECR	Total Cases: 1			ECR	Total Savings: 0.00		
SRC							
	ANTHONY ALBERTOS	0816204W	AQUA UTILITIES FLORIDA, INC.	WS880	01/05/2009	GI-25	T
Date Closed:	03/30/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	900.00	How Received:	PHONE	Preliminary Type:IMPROPER BILLS	
County:	Highlands	Customer Phone:	(863)-655-0507	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	NANCY CECIL	0816594W	AQUA UTILITIES FLORIDA, INC.	WS886	01/07/2009	GI-25	T
Date Closed:	02/17/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:IMPROPER BILLS	
County:	Seminole	Customer Phone:	(407)-366-0111	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	STACY CARROLL	0816615W	AQUA UTILITIES FLORIDA, INC.	WS886	01/07/2009	WS-12	T
Date Closed:	02/16/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	37.95	How Received:	E-FORM	Preliminary Type:IMPROPER DISCONNECTS	
County:	Seminole	Customer Phone:	(407)-971-3832	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

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Exhibit RLH-1
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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ERIC MACFARLAND		0816832W	AQUA UTILITIES FLORIDA, INC.	WU787	01/08/2009	GI-30	T
Date Closed:	02/12/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Palm Beach	Customer Phone:	(561)-667-4401	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
PATRICIA DUNLAVEY		0817763W	AQUA UTILITIES FLORIDA, INC.	WS883	01/13/2009	GI-25	T
Date Closed:	02/23/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-869-2186	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
JOE M NORMAN		0819313W	AQUA UTILITIES FLORIDA, INC.	WS881	01/20/2009	GI-16	T
Date Closed:	01/20/2009	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	S	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	OUTAGES
County:	Lake	Customer Phone:	(352)-728-1208	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
MARION FRANKE		0819446W	AQUA UTILITIES FLORIDA, INC.	WS881	01/21/2009	GI-05	T
Date Closed:	02/26/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	38.61	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Lake	Customer Phone:	(352)-728-1036	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
LEO COSCE		0819597W	AQUA UTILITIES FLORIDA, INC.	WS884	01/21/2009	GI-25	T
Date Closed:	03/03/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-528-4064	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
CARMINE DI TOMASSO		0819946W	AQUA UTILITIES FLORIDA, INC.	SU821	01/22/2009	GI-29	T
Date Closed:	02/26/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	DELAY IN CONNECTION
County:	Lee	Customer Phone:	(239)-495-6163	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	NORMA COLLINS	0820735W	AQUA UTILITIES FLORIDA, INC.	WS881	01/27/2009	GI-25	T
Date Closed:	03/03/2009	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	42.41	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-314-3850	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	JOSEPHINE ZIROLI	0820922W	AQUA UTILITIES FLORIDA, INC.	WS883	01/28/2009	GI-25	T
Date Closed:	03/03/2009	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	S	Savings:	134.30	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(727)-862-1745	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	JOANNE STRICKLE	0821249W	AQUA UTILITIES FLORIDA, INC.	WU879	01/29/2009	GI-25	T
Date Closed:	03/06/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	65.38	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Brevard	Customer Phone:	(321)-987-8980	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	PHYLIS BERGER	0821363W	AQUA UTILITIES FLORIDA, INC.	WS881	01/29/2009	GI-15	T
Date Closed:	03/06/2009	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	OUTAGES
County:	Lake	Customer Phone:	(352)-728-1364	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	NANCY BELLERSEN	0821846W	AQUA UTILITIES FLORIDA, INC.	WS886	02/02/2009	GI-28	T
Date Closed:	03/09/2009	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER DISCONNECTS
County:	Seminole	Customer Phone:	(407)-474-9533	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	EDWIN MEDINA	0822188W	AQUA UTILITIES FLORIDA, INC.	WS886	02/03/2009	GI-25	T
Date Closed:	03/10/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(386)-295-6428	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	HERESA LYNN	0822237W	AQUA UTILITIES FLORIDA, INC.	WS886	02/03/2009	GI-25	T
Date Closed:	03/09/2009	Assigned Analyst:	MARIA DELGADO	Closed Analyst:	MARIA DELGADO		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(321)-348-3631	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	BRENDA ALTUS	0822244W	AQUA UTILITIES FLORIDA, INC.	WS886	02/03/2009	GI-25	T
Date Closed:	03/13/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(321)-765-4281	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	RIVERSIDE OF LAKE COUNTY	0824394W	AQUA UTILITIES FLORIDA, INC.	WS886	02/09/2009	GI-25	T
Date Closed:	03/19/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-357-4119	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	JAY CHAMBERS	0827074W	AQUA UTILITIES FLORIDA, INC.	WS885	02/12/2009	GI-30	T
Date Closed:	03/23/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	S	Savings:	62.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Putnam	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	KRISTIE TORUNO	0828245W	AQUA UTILITIES FLORIDA, INC.	WS886	02/16/2009	GI-25	T
Date Closed:	03/23/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-766-2645	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	BRAUSER ENTERPRISES	0828954W	AQUA UTILITIES FLORIDA, INC.	WS886	02/17/2009	GI-25	T
Date Closed:	03/24/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	S	Savings:	11139.09	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	(407)-247-2482	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	-On Time
	JOYCE OBOYLE	0831444W	AQUA UTILITIES FLORIDA, INC.	SU821	02/20/2009	GI-11	T
Date Closed:	03/30/2009	Assigned Analyst:	JOHN PLESCOW	Closed Analyst:	JOHN PLESCOW		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	REPAIR
County:	Lee	Customer Phone:	(239)-947-4533	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	PATRICIA LANDSMAN	0833392W	AQUA UTILITIES FLORIDA, INC.	WS881	02/25/2009	GI-25	T
Date Closed:	04/01/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	296.70	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-343-0170	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	WARREN BLOCK	0833478W	AQUA UTILITIES FLORIDA, INC.	SU821	02/25/2009	GI-11	T
Date Closed:	03/24/2009	Assigned Analyst:	MARGARITA VALDEZ	Closed Analyst:	MARGARITA VALDEZ DE		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	REPAIR
County:	Lee	Customer Phone:	(239)-948-3617	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	SELECT CUSTOM HOMES, INC	0835638W	AQUA UTILITIES FLORIDA, INC.	WS881	03/02/2009	GI-25	T
Date Closed:	04/06/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	194.24	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-504-6889	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	ARTHUR BLOUNT	0837001W	AQUA UTILITIES FLORIDA, INC.	WS885	03/04/2009	GI-30	T
Date Closed:	05/21/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Putnam	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	DAYAS CUSSTOMER AUTO	0841696W	AQUA UTILITIES FLORIDA, INC.	WS886	03/12/2009	WS-23	T
Date Closed:	04/20/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-616-5875	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	GENE A FISHER	0843462W	AQUA UTILITIES FLORIDA, INC.	WS884	03/17/2009	GI-25	T
Date Closed:	04/27/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-696-3996	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	STEPHEN HANNA	0843729W	AQUA UTILITIES FLORIDA, INC.	WU174	03/17/2009	GI-25	T
Date Closed:	04/21/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	458.82	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-622-9183	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	BERNARD RITCHEN	0844719W	AQUA UTILITIES FLORIDA, INC.	WS881	03/19/2009	GI-25	T
Date Closed:	04/28/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	68.91	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-365-2779	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	DEAN & KAREN SENNETT	0845872W	AQUA UTILITIES FLORIDA, INC.	WS768	03/24/2009	GI-30	T
Date Closed:	04/29/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	300.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Sumter	Customer Phone:	(207)-437-2472	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	RAUL VALLEJO	0846511W	AQUA UTILITIES FLORIDA, INC.	WS798	03/27/2009	GI-05	T
Date Closed:	06/29/2009	Assigned Analyst:	LEROY RASBERRY	Closed Analyst:	LEROY RASBERRY		
Service/Billing:	S	Savings:	442.98	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	DeSoto	Customer Phone:	(561)-506-9554	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	AMERICAN CONDOMINUM PARKS-ZEPHYRH	0846789W	AQUA UTILITIES FLORIDA, INC.	WS883	03/30/2009	GI-05	T
Date Closed:	04/27/2009	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	201.00	How Received:	E-MAIL	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(813)-783-7398	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
G.W. KITCHEN		0849452W	AQUA UTILITIES FLORIDA, INC.	WS883	04/14/2009	WS-49	T
Date Closed:	05/22/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	MAIL	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
PRISCILLA PETROSKY		0849470W	AQUA UTILITIES FLORIDA, INC.	SU821	04/14/2009	GI-25	T
Date Closed:	05/20/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(610)-905-4006	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
CHARLES BLEAM JR		0849672W	AQUA UTILITIES FLORIDA, INC.	WS884	04/15/2009	GI-32	T
Date Closed:	06/29/2009	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEIL FORSMAN		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:	(863)-815-9462	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
NOBLE OLSEN		0850570W	AQUA UTILITIES FLORIDA, INC.	WS884	04/20/2009	GI-25	T
Date Closed:	06/01/2009	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
TERRY R GOSLEE-WISE		0850637W	AQUA UTILITIES FLORIDA, INC.	WU174	04/21/2009	GI-11	T
Date Closed:	06/02/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-307-3123	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
ERIC HUBBARD		0850656W	AQUA UTILITIES FLORIDA, INC.	WS884	04/21/2009	GI-30	T
Date Closed:	05/28/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:	(863)-937-4093	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

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LLOYD ROBERTS		0850689W	AQUA UTILITIES FLORIDA, INC.	WS881	04/21/2009	GI-25	T
Date Closed:	06/02/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-742-2358	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
KIRSTIE TORUNO		0850784W	AQUA UTILITIES FLORIDA, INC.	WS886	04/21/2009	GI-30	T
Date Closed:	06/12/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	(407)-353-6484	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
KATHRYN BOSSE		0850897W	AQUA UTILITIES FLORIDA, INC.	WS688	04/22/2009	WB-50	L
Date Closed:	05/28/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
CHRISTOPHER CHANDLER		0851174W	AQUA UTILITIES FLORIDA, INC.	WU174	04/23/2009	GI-30	T
Date Closed:	06/02/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Marion	Customer Phone:	(352)-629-1774	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
JOHN DORRIAN		0851236W	AQUA UTILITIES FLORIDA, INC.	SU821	04/23/2009	GI-15	T
Date Closed:	05/28/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	129.39	How Received:	E-FORM	Preliminary Type:	OUTAGES
County:	Lee	Customer Phone:	(239)-498-2033	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
JAMES R LEE		0851290W	AQUA UTILITIES FLORIDA, INC.	WS688	04/23/2009	GI-25	T
Date Closed:	05/28/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-742-7518	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ED KRAUS		0851403W	AQUA UTILITIES FLORIDA, INC.	WS688	04/24/2009	GI-15	T
Date Closed:	06/01/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	OUTAGES
County:	Marion	Customer Phone:	(352)-624-9000	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
JOYCE SNYDER		0851429W	AQUA UTILITIES FLORIDA, INC.	WS881	04/24/2009	GI-30	T
Date Closed:	06/04/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Lake	Customer Phone:	(352)-742-1852	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
DAVID MIMS		0851721W	AQUA UTILITIES FLORIDA, INC.	WS688	04/27/2009	GI-25	T
Date Closed:	06/03/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Volusia	Customer Phone:	(386)-673-5290	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
SAMUEL COSGROVE		0852126W	AQUA UTILITIES FLORIDA, INC.	WS688	04/28/2009	GI-25	T
Date Closed:	06/03/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	50.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-343-2188	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
ROBERT MORRISON		0852206W	AQUA UTILITIES FLORIDA, INC.	WS688	04/29/2009	GI-25	T
Date Closed:	06/05/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	62.12	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-253-9069	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
JAMES J DOWNS		0853387W	AQUA UTILITIES FLORIDA, INC.	WS881	05/06/2009	GI-25	T
Date Closed:	06/30/2009	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	FAX	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-343-1538	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	FRANCES LA LONDE	0853581W	AQUA UTILITIES FLORIDA, INC.	WS881	05/06/2009	GI-05	T
Date Closed:	06/30/2009	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	FAX	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-435-0488	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	RICHARD WEGENER	0854104W	AQUA UTILITIES FLORIDA, INC.	WS881	05/11/2009	GI-25	T
Date Closed:	07/27/2009	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	FAX	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-253-5226	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	JAMES M BUSH	0854109W	AQUA UTILITIES FLORIDA, INC.	WS881	05/11/2009	GI-25	T
Date Closed:	07/27/2009	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	FAX	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-742-5212	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	MARGARET FRAME	0854460W	AQUA UTILITIES FLORIDA, INC.	WS881	05/12/2009	GI-25	T
Date Closed:	06/19/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-742-1218	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	JEFFREY BARTFIELD	0854628W	AQUA UTILITIES FLORIDA, INC.	WS880	05/13/2009	PR-68	T
Date Closed:	06/17/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-446-2651	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	FREDY JUSTUS	0854636W	AQUA UTILITIES FLORIDA, INC.	WS880	05/13/2009	GI-25	T
Date Closed:	06/17/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-655-0372	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	-On Time
	HAROLD ESPEY	0854989W	AQUA UTILITIES FLORIDA, INC.	WS881	05/14/2009	GI-29	T
Date Closed:	06/30/2009	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER DISCONNECTS
County:	Lake	Customer Phone:	(352)-742-1225	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	FRED NEES	0855004W	AQUA UTILITIES FLORIDA, INC.	WS883	05/14/2009	GI-25	T
Date Closed:	06/19/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-863-1805	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	BARBARA REED	0855179W	AQUA UTILITIES FLORIDA, INC.	WS880	05/15/2009	GI-25	T
Date Closed:	06/19/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JASMIN DISCOUNT BEVERAGE	0855393W	AQUA UTILITIES FLORIDA, INC.	WS883	05/18/2009	GI-25	T
Date Closed:	06/23/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JANET LEEMAN	0855417W	AQUA UTILITIES FLORIDA, INC.	WS884	05/18/2009	PR-68	T
Date Closed:	06/11/2009	Assigned Analyst:	KATE SMITH	Closed Analyst:	KATE SMITH		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:	(863)-815-0876	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	MERCEDES FRAGOSO	0855587W	AQUA UTILITIES FLORIDA, INC.	WS688	05/18/2009	WS-49	L
Date Closed:	06/11/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Alachua	Customer Phone:	(352)-371-0507	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	PHYLLIS JOHNSON	0855613W	AQUA UTILITIES FLORIDA, INC.	WS884	05/18/2009	GI-30	T
Date Closed:	06/23/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:	(863)-853-9373	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	TWILA TAYLOR	0855637W	AQUA UTILITIES FLORIDA, INC.	WS688	05/18/2009	WB-19	T
Date Closed:	07/16/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-375-2657	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
	MARILYN MURDOCK	0855831W	AQUA UTILITIES FLORIDA, INC.	WS884	05/19/2009	GI-25	T
Date Closed:	06/23/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-667-2129	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	FRANCES T PARRINO	0856154W	AQUA UTILITIES FLORIDA, INC.	WS883	05/21/2009	WB-51	L
Date Closed:	08/03/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	79.92	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-868-4194	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
	MAXIMINA RAMIREZ	0856210W	AQUA UTILITIES FLORIDA, INC.	WS880	05/21/2009	GI-05	T
Date Closed:	07/30/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-253-0744	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	NETTIE CARTER	0856233W	AQUA UTILITIES FLORIDA, INC.	WS884	05/21/2009	GI-25	T
Date Closed:	06/25/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-967-7733	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
JAMES SHANE		0856545W	AQUA UTILITIES FLORIDA, INC.	WS884	05/22/2009	GI-05	T
Date Closed:	07/07/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-815-1857	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
CAROL KEEL		0856547W	AQUA UTILITIES FLORIDA, INC.	WS688	05/22/2009	GI-05	T
Date Closed:	07/08/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(260)-580-0483	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
JAMES NOLES		0856681W	AQUA UTILITIES FLORIDA, INC.	WS884	05/26/2009	GI-05	T
Date Closed:	07/02/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
LAKE GIBSON UNITED METHODIST CHURCH		0856789W	AQUA UTILITIES FLORIDA, INC.	WS884	05/26/2009	WB-01	T
Date Closed:	07/21/2009	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	361.51	How Received:	E-MAIL	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
FRIEDA PROCTOR		0857072W	AQUA UTILITIES FLORIDA, INC.	WU787	05/27/2009	GI-05	T
Date Closed:	07/29/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Palm Beach	Customer Phone:	(561)-543-5303	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
RICHARD KLOCKO		0857202W	AQUA UTILITIES FLORIDA, INC.	WS880	05/28/2009	WB-49	L
Date Closed:	07/08/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-655-1566	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	GEORGIA B HUTTON	0857629W	AQUA UTILITIES FLORIDA, INC.	WS883	05/29/2009	GI-25	T
Date Closed:	07/30/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	157.97	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-858-5603	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	SHIRLEY CRAWFORD	0858133W	AQUA UTILITIES FLORIDA, INC.	WS688	06/02/2009	GI-05	T
Date Closed:	07/08/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-859-6700	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	RAFAEL RIVERA	0859088W	AQUA UTILITIES FLORIDA, INC.	WS885	06/05/2009	GI-28	T
Date Closed:	07/16/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	72.00	How Received:	PHONE	Preliminary Type:	IMPROPER DISCONNECTS
County:	Seminole	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	GAYLE SMITH	0859266W	AQUA UTILITIES FLORIDA, INC.	WS884	06/05/2009	GI-11	T
Date Closed:	06/30/2009	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	S	Savings:	0.00	How Received:	MAIL	Preliminary Type:	REPAIR
County:	Lake	Customer Phone:	(352)-365-1393	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JAMES ANDERSON	0859948W	AQUA UTILITIES FLORIDA, INC.	WS884	06/09/2009	GI-05	T
Date Closed:	07/14/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-858-1841	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	THOMAS L BAILEY	0860092W	AQUA UTILITIES FLORIDA, INC.	WS881	06/09/2009	WB-49	L
Date Closed:	07/21/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	2753.08	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(252)-241-3504	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	SCOTTISH HIGHLANDS CONDO. ASSOC., I	0860458W	AQUA UTILITIES FLORIDA, INC.	WS688	06/11/2009	GI-25	T
Date Closed:	08/06/2009	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	1142.23	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-742-3367	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	KEN HOWE	0861130W	AQUA UTILITIES FLORIDA, INC.	WS883	06/15/2009	GI-25	T
Date Closed:	07/20/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-869-2635	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	CHARITY RUPP	0861670W	AQUA UTILITIES FLORIDA, INC.	WS688	06/16/2009	GI-05	T
Date Closed:	07/21/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-281-2681	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	CARMON L THORNTON	0861673W	AQUA UTILITIES FLORIDA, INC.	WS884	06/16/2009	WB-49	L
Date Closed:	07/24/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-816-9147	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	FRANCES AHERN	0861868W	AQUA UTILITIES FLORIDA, INC.	WS883	06/17/2009	GI-08	T
Date Closed:	07/29/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(813)-780-1174	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	LUCY MATOS	0862479W	AQUA UTILITIES FLORIDA, INC.	WS880	06/18/2009	WB-49	L
Date Closed:	07/27/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-314-2006	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	SANDRA TESSIER	0862644W	AQUA UTILITIES FLORIDA, INC.	WU787	06/18/2009	GI-25	T
Date Closed:	09/14/2009	Assigned Analyst:	ANGIE CALHOUN	Closed Analyst:	ANGIE CALHOUN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Palm Beach	Customer Phone:	(561)-585-5090	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	RONALD CLARKE	0862775W	AQUA UTILITIES FLORIDA, INC.	WS881	06/19/2009	GI-25	T
Date Closed:	08/19/2009	Assigned Analyst:	JOHN PLESCOW	Closed Analyst:	JOHN PLESCOW		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	CHARLES DERR	0862809W	AQUA UTILITIES FLORIDA, INC.	WS885	06/19/2009	WB-04	T
Date Closed:	09/24/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:	(386)-649-9097	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
	DONNA MEEKS	0863814W	AQUA UTILITIES FLORIDA, INC.	WU174	06/23/2009	GI-05	T
Date Closed:	07/21/2009	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-307-9259	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	LOYE LASHLEY	0863859W	AQUA UTILITIES FLORIDA, INC.	WS880	06/23/2009	GI-25	T
Date Closed:	07/28/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	129.06	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-288-8195	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	BILL ARNOLD	0863993W	AQUA UTILITIES FLORIDA, INC.	WU787	06/23/2009	GI-25	T
Date Closed:	08/31/2009	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	IMPROPER BILLS
County:	Palm Beach	Customer Phone:	(561)-547-4202	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
JENNIFER PERDIAN		0864007W	AQUA UTILITIES FLORIDA, INC.	WS880	06/23/2009	WB-49	T
Date Closed:	03/04/2010	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEIL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-441-0266	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
KEVIN MORAN		0864284W	AQUA UTILITIES FLORIDA, INC.	WS884	06/24/2009	GI-30	T
Date Closed:	07/30/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
PATRICIA DUNLAVEY		0864864W	AQUA UTILITIES FLORIDA, INC.	WS883	06/25/2009	GI-05	T
Date Closed:	11/06/2009	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
RAY LUVAUL		0864932W	AQUA UTILITIES FLORIDA, INC.	WU174	06/26/2009	GI-25	T
Date Closed:	07/31/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	186.51	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
CORNELIUS E SMITH		0865706W	AQUA UTILITIES FLORIDA, INC.	WS883	06/30/2009	GI-25	T
Date Closed:	09/10/2009	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	1353.09	How Received:	E-MAIL	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
MARTA VAZQUEZ		0866024W	AQUA UTILITIES FLORIDA, INC.	WU787	06/30/2009	GI-25	T
Date Closed:	12/02/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	147.52	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Palm Beach	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	RONALD PLUMMER	0866202W	AQUA UTILITIES FLORIDA, INC.	WS883	07/01/2009	GI-30	T
Date Closed:	08/06/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(727)-819-0525	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	KELLY A MACNEIL	0866743W	AQUA UTILITIES FLORIDA, INC.	WU787	07/02/2009	GI-25	T
Date Closed:	08/06/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Palm Beach	Customer Phone:	(561)-228-1297	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	KAREN CLARKE	0866961W	AQUA UTILITIES FLORIDA, INC.	WS886	07/02/2009	GI-25	T
Date Closed:	08/06/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	662.74	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-756-9030	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	CATHERINE I SIANO	0868701W	AQUA UTILITIES FLORIDA, INC.	WS885	07/10/2009	GI-25	T
Date Closed:	08/18/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	185.13	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:	(386)-684-6048	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	LIZ DAGUE	0869590W	AQUA UTILITIES FLORIDA, INC.	WU787	07/14/2009	GI-05	T
Date Closed:	08/26/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Palm Beach	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JUDY A JENKINS	0870836W	AQUA UTILITIES FLORIDA, INC.	WS881	07/17/2009	GI-25	T
Date Closed:	08/28/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-365-2455	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	NATONIA DAVIS	0871313W	AQUA UTILITIES FLORIDA, INC.	WS884	07/20/2009	GI-30	T
Date Closed:	08/24/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	35.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:	(813)-760-5810	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	VICKI JARRELL	0871547W	AQUA UTILITIES FLORIDA, INC.	WS884	07/21/2009	GI-30	T
Date Closed:	08/18/2009	Assigned Analyst:	LEROY RASBERRY	Closed Analyst:	LEROY RASBERRY		
Service/Billing:	S	Savings:	4.94	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	JACK GUMTOW	0871785W	AQUA UTILITIES FLORIDA, INC.	WS885	07/21/2009	GI-25	T
Date Closed:	08/28/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	55.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:	(301)-475-8202	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	CHARLES MUSCAT	0871801W	AQUA UTILITIES FLORIDA, INC.	WS883	07/21/2009	GI-05	T
Date Closed:	08/26/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	MARVIN ALVAREZ	0872035W	AQUA UTILITIES FLORIDA, INC.	WU787	07/22/2009	GI-25	T
Date Closed:	08/28/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	50.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Palm Beach	Customer Phone:	(561)-818-1774	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	JAMES PENOYER	0872090W	AQUA UTILITIES FLORIDA, INC.	WS885	07/22/2009	GI-05	T
Date Closed:	08/26/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	279.21	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:	(386)-649-8781	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
RAY C BELL		0872420W	AQUA UTILITIES FLORIDA, INC.	WS688	07/23/2009	GI-25	T
Date Closed: 08/31/2009	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 264.43			How Received: FAX		Preliminary Type:IMPROPER BILLS	
County: Alachua	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
SANDRA TWIGG		0872523W	AQUA UTILITIES FLORIDA, INC.	WS883	07/23/2009	GI-25	T
Date Closed: 08/28/2009	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Pasco	Customer Phone: (727)-271-6940		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
MELISSA HAWKINS		0872643W	AQUA UTILITIES FLORIDA, INC.	WS881	07/23/2009	WB-51	L
Date Closed: 08/31/2009	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 0.00			How Received: E-FORM		Preliminary Type:IMPROPER BILLS	
County: Lake	Customer Phone: (352)-343-3486		Sent To Company: Y	Apparent Rule Violation: Y		PSA:	
THEODORE (TED) HUGUENIN		0873858W	AQUA UTILITIES FLORIDA, INC.	WS880	07/28/2009	WB-22	T
Date Closed: 09/10/2009	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: MAIL		Preliminary Type:IMPROPER BILLS	
County: Highlands	Customer Phone: (863)-273-1015		Sent To Company: Y	Apparent Rule Violation: Y		PSA:	
LINDA MARSH		0874507W	AQUA UTILITIES FLORIDA, INC.	WU174	07/30/2009	GI-05	T
Date Closed: 09/09/2009	Assigned Analyst: LUCILLE ALFORD			Closed Analyst: LUCILLE ALFORD			
Service/Billing: S	Savings: 0.00			How Received: PHONE		Preliminary Type:QUALITY OF SERVICE	
County: Marion	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
WILLIAM GLAVAS		0875224W	AQUA UTILITIES FLORIDA, INC.	WS883	08/03/2009	WB-14	T
Date Closed: 01/05/2011	Assigned Analyst: NEAL FORSMAN			Closed Analyst: NEIL FORSMAN			
Service/Billing: B	Savings: 30.03			How Received: E-FORM		Preliminary Type:IMPROPER BILLS	
County: Pasco	Customer Phone: (315)-899-8900		Sent To Company: Y	Apparent Rule Violation: Y		PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	YVONDA BRAY	0875270W	AQUA UTILITIES FLORIDA, INC.	WU174	08/03/2009	GI-25	T
Date Closed:	09/14/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	816.97	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	JOSEPH ST GEORGE	0875456W	AQUA UTILITIES FLORIDA, INC.	WU174	08/03/2009	WB-19	T
Date Closed:	09/09/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	39.99	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-347-5347	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
	JOSEPH SHAY	0875547W	AQUA UTILITIES FLORIDA, INC.	WU174	08/03/2009	GI-25	T
Date Closed:	11/03/2009	Assigned Analyst:	MARGARITA VALDEZ	Closed Analyst:	MARGARITA VALDEZ DE		
Service/Billing:	B	Savings:	195.98	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	TINA S RICHMOND	0878028W	AQUA UTILITIES FLORIDA, INC.	WS884	08/11/2009	GI-30	T
Date Closed:	09/15/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:	(863)-696-3881	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	SHERRIE MCCRAY	0879017W	AQUA UTILITIES FLORIDA, INC.	WS688	08/14/2009	GI-03	T
Date Closed:	09/23/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	JAMES SPIKER	0879897W	AQUA UTILITIES FLORIDA, INC.	WS881	08/18/2009	GI-25	T
Date Closed:	10/26/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	431.01	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-408-8875	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	KIETH BARROW	0880094W	AQUA UTILITIES FLORIDA, INC.	WS881	08/19/2009	GI-25	T
Date Closed:	09/29/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-753-6377	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	BETTY REYES	0880150W	AQUA UTILITIES FLORIDA, INC.	WU787	08/19/2009	GI-25	T
Date Closed:	09/29/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Palm Beach	Customer Phone:	(561)-585-7087	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	ANTONIO DOLCE	0880385W	AQUA UTILITIES FLORIDA, INC.	WS883	08/20/2009	GI-99	T
Date Closed:	09/25/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	JAYNE CUMMINGS	0880548W	AQUA UTILITIES FLORIDA, INC.	WS881	08/20/2009	GI-05	T
Date Closed:	10/05/2009	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	25.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-365-6328	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	KATHERINE NULTY	0880900W	AQUA UTILITIES FLORIDA, INC.	WS883	08/21/2009	GI-25	T
Date Closed:	09/29/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-862-4615	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	CARL ANDREWS	0881036W	AQUA UTILITIES FLORIDA, INC.	WU174	08/21/2009	GI-25	T
Date Closed:	09/28/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	KRISTIE TORUNO	0881918W	AQUA UTILITIES FLORIDA, INC.	WS886	08/25/2009	GI-25	T
Date Closed:	09/29/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-766-2645	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	CHARITY RUPP	0882408W	AQUA UTILITIES FLORIDA, INC.	WS688	08/26/2009	GI-25	T
Date Closed:	09/30/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-281-2653	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	LUZIA MIKUTIS	0882716W	AQUA UTILITIES FLORIDA, INC.	WS888	08/27/2009	GI-25	T
Date Closed:	10/02/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Washington	Customer Phone:	(850)-575-5656	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	DANIEL WALKER	0883475W	AQUA UTILITIES FLORIDA, INC.	WS881	08/31/2009	GI-25	T
Date Closed:	11/06/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	866.27	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	CAROL WARD	0883640W	AQUA UTILITIES FLORIDA, INC.	WS881	08/31/2009	GI-25	T
Date Closed:	10/09/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-259-5908	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	CATHERINE JOHNSON	0884166W	AQUA UTILITIES FLORIDA, INC.	WS883	09/01/2009	GI-30	T
Date Closed:	10/09/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Sarasota	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
LOWELL ENLOW		0884550W	AQUA UTILITIES FLORIDA, INC.	WS881	09/02/2009	GI-11	T
Date Closed:	11/20/2009	Assigned Analyst:	KATE SMITH	Closed Analyst:	KATE SMITH		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
STEPHEN FIORE		0885298W	AQUA UTILITIES FLORIDA, INC.	WS688	09/04/2009	GI-05	T
Date Closed:	11/03/2009	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	B	Savings:	215.69	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(239)-242-4355	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
LARRY CURTIS		0885677W	AQUA UTILITIES FLORIDA, INC.	WS688	09/08/2009	GI-25	T
Date Closed:	10/15/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-494-4812	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
DENMARK JENNIFER		0886890W	AQUA UTILITIES FLORIDA, INC.	WS881	09/11/2009	GI-25	T
Date Closed:	10/26/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	S	Savings:	88.26	How Received:	PHONE	Preliminary Type:	IMPROPER DISCONNECTS
County:	Lake	Customer Phone:	(352)-735-2524	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
MARLENE SAPP		0887876W	AQUA UTILITIES FLORIDA, INC.	WS888	09/15/2009	GI-25	T
Date Closed:	10/23/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Washington	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
BEACH COTTAGE CONDO. ASSOC.		0888584W	AQUA UTILITIES FLORIDA, INC.	SU821	09/17/2009	GI-25	T
Date Closed:	11/02/2009	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lee	Customer Phone:	(239)-395-3771	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
MARTHA PROFFIT		0888810W	AQUA UTILITIES FLORIDA, INC.	WS688	09/18/2009	WB-14	T
Date Closed:	10/26/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	193.55	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-478-6368	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
LORA ROBINSON		0888997W	AQUA UTILITIES FLORIDA, INC.	WS883	09/18/2009	GI-25	T
Date Closed:	10/23/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-277-2508	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
BLANCA MARTINEZ		0890315W	AQUA UTILITIES FLORIDA, INC.	WS883	09/23/2009	GI-25	T
Date Closed:	10/30/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-863-5399	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
BRETT UPTHAGROVE		0891107W	AQUA UTILITIES FLORIDA, INC.	WS884	09/25/2009	GI-25	T
Date Closed:	10/30/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-859-3236	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
ROBERT R DRAKE		0894100W	AQUA UTILITIES FLORIDA, INC.	WU174	10/07/2009	GI-25	T
Date Closed:	11/16/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	3.35	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-245-1764	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
JAMES SOPHER		0894931W	AQUA UTILITIES FLORIDA, INC.	WU879	10/09/2009	GI-05	T
Date Closed:	11/04/2009	Assigned Analyst:	LEROY RASBERRY	Closed Analyst:	LEROY RASBERRY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Brevard	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
JAMES STANFORD		0895032W	AQUA UTILITIES FLORIDA, INC.	WS688	10/09/2009	GI-25	T
Date Closed:	11/13/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-213-1962	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
GEORGE OBRIEN		0895049W	AQUA UTILITIES FLORIDA, INC.	WS798	10/09/2009	WB-19	T
Date Closed:	12/23/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	392.20	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	DeSoto	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
ELVIE GREEN		0896686W	AQUA UTILITIES FLORIDA, INC.	WS884	10/16/2009	GI-25	T
Date Closed:	11/24/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
DOUG SHEFFIELD		0896820W	AQUA UTILITIES FLORIDA, INC.	WS883	10/16/2009	GI-25	T
Date Closed:	11/24/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	33.67	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(352)-796-2508	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
DENNIS LEONES		0897356W	AQUA UTILITIES FLORIDA, INC.	WS884	10/20/2009		T
Date Closed:	01/04/2010	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEIL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-859-1200	Sent To Company:	Y	Apparent Rule Violation:	PSA:
NANCY OFFICER		0897974W	AQUA UTILITIES FLORIDA, INC.	WS884	10/21/2009	GI-25	T
Date Closed:	12/02/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	FAX	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	RASHEL COATNEY	0897986W	AQUA UTILITIES FLORIDA, INC.	WS888	10/21/2009	GI-25	T
Date Closed:	12/02/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	130.18	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Washington	Customer Phone:	(850)-527-7197	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	EDWARD VICKERS	0899613W	AQUA UTILITIES FLORIDA, INC.	WS880	10/27/2009	GI-25	T
Date Closed:	12/02/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-983-8391	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	HELEN A BUSS	0899711W	AQUA UTILITIES FLORIDA, INC.	WS883	10/27/2009	GI-26	T
Date Closed:	12/02/2009	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	230.33	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	BRIAN CAUDILL	0900161W	AQUA UTILITIES FLORIDA, INC.	WS886	10/29/2009	GI-30	T
Date Closed:	12/11/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	(321)-765-4947	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	DONNA M COOK	0900531W	AQUA UTILITIES FLORIDA, INC.	WS883	10/30/2009	GI-25	T
Date Closed:	12/03/2009	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	10.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-861-3740	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	OASIS RV PARK	0902662W	AQUA UTILITIES FLORIDA, INC.	WS768	11/06/2009	GI-25	T
Date Closed:	12/08/2009	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Sumter	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	LOUIS V OPORTO	0907442W	AQUA UTILITIES FLORIDA, INC.	WU174	11/30/2009	GI-25	T
Date Closed:	01/04/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	1289.63	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-307-3299	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	LEO ARMBRUST	0907917W	AQUA UTILITIES FLORIDA, INC.	WS880	12/01/2009	GI-30	T
Date Closed:	01/06/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Highlands	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	NELSON MONSANTO	0908053W	AQUA UTILITIES FLORIDA, INC.	WS886	12/02/2009	GI-05	T
Date Closed:	01/06/2010	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	BRITNI ROBINSON	0908096W	AQUA UTILITIES FLORIDA, INC.	WS888	12/02/2009	GI-05	T
Date Closed:	01/06/2010	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Washington	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	RONNIE SKIPPER	0908309W	AQUA UTILITIES FLORIDA, INC.	WS768	12/02/2009	GI-30	T
Date Closed:	01/06/2010	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Sumter	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	DONALD JOSEFCZYK	0909778W	AQUA UTILITIES FLORIDA, INC.	WS881	12/08/2009	GI-32	T
Date Closed:	04/07/2010	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEIL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-343-7262	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	SHARON CARPENTER	0910385W	AQUA UTILITIES FLORIDA, INC.	WS886	12/10/2009	GI-30	T
Date Closed:	01/15/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	(407)-971-4275	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	DONNA FINK	0910704W	AQUA UTILITIES FLORIDA, INC.	WS883	12/11/2009	GI-03	T
Date Closed:	03/19/2010	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	DELAY IN CONNECTION
County:	Pasco	Customer Phone:	(727)-498-8815	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	ROBERT EVANOFF	0910880W	AQUA UTILITIES FLORIDA, INC.	WS881	12/14/2009	GI-25	T
Date Closed:	02/25/2010	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-759-2988	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	MURPHY PROPERTIES	0910977W	AQUA UTILITIES FLORIDA, INC.	WS884	12/14/2009	GI-25	T
Date Closed:	01/21/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	BRIDGET KOEPKE	0911473W	AQUA UTILITIES FLORIDA, INC.	WS881	12/15/2009	WS-50	T
Date Closed:	01/21/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER DISCONNECTS
County:	Lake	Customer Phone:	(321)-388-3527	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
	REBECCA A PIERCY	0911636W	AQUA UTILITIES FLORIDA, INC.	WS883	12/16/2009	GI-05	T
Date Closed:	01/21/2010	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	515.42	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-992-7317	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
JOAN KUEHM		0912459W	AQUA UTILITIES FLORIDA, INC.	SU821	12/21/2009	GI-30	T
Date Closed:	03/15/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Lee	Customer Phone:	(239)-495-3107	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
RAFAEL RIVERA		0913142W	AQUA UTILITIES FLORIDA, INC.	WS886	12/23/2009	GI-30	T
Date Closed:	02/01/2010	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
GEORGE YOYANOVITS		0913644W	AQUA UTILITIES FLORIDA, INC.	WS883	12/28/2009	GI-25	T
Date Closed:	02/11/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
DOROTHY BAKER		0913760W	AQUA UTILITIES FLORIDA, INC.	WS883	12/29/2009	GI-25	T
Date Closed:	02/03/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	138.71	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(409)-284-2057	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
SRC	Total Cases: 175			SRC	Total Savings: 28189.48		
	Total Cases: 176				Total Savings: 28189.48		

09/26/2011

FLORIDA PUBLIC SERVICE COMMISSION
COMPLAINTS QUERY REPORT



Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ECR							
	PAMELA THORDARSON	0924606W	AQUA UTILITIES FLORIDA, INC.	WS798	02/12/2010	GI-28	T
Date Closed:	02/03/2011	Assigned Analyst:	ECR	Closed Analyst:	RHONDA HICKS		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:DELAY IN CONNECTION	
County:	DeSoto	Customer Phone:	(239)-246-7056	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	BEACH VILLAS III CONDO	0926858W	AQUA UTILITIES FLORIDA, INC.	SU821	02/23/2010	GI-99	T
Date Closed:	03/03/2011	Assigned Analyst:	ECR	Closed Analyst:	KARLA BARNES		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:IMPROPER BILLS	
County:	Lee	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	LAND MANAGEMENT CONSULTANT	0938603W	AQUA UTILITIES FLORIDA, INC.	SU821	04/20/2010	GI-99	T
Date Closed:	07/28/2010	Assigned Analyst:	ECR	Closed Analyst:	KARLA BARNES		
Service/Billing:	B	Savings:	572.54	How Received:	E-MAIL	Preliminary Type:IMPROPER BILLS	
County:	Lee	Customer Phone:	(239)-580-8840	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	DOUGLAS BURGNER	0979135W	AQUA UTILITIES FLORIDA, INC.	WS885	11/09/2010	GI-99	T
Date Closed:	02/11/2011	Assigned Analyst:	ECR	Closed Analyst:	LISA RAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:OUTAGES	
County:	Putnam	Customer Phone:	(386)-385-3380	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
ECR	Total Cases: 4			ECR	Total Savings: 572.54		

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
SRC							
	ELAINE GLASSCOCK	0914582W	AQUA UTILITIES FLORIDA, INC.	WS881	01/04/2010	GI-05	T
Date Closed:	04/05/2010	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:IMPROPER BILLS	
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	ELIZABETH CUMBIE	0914591W	AQUA UTILITIES FLORIDA, INC.	WS768	01/04/2010	GI-25	T
Date Closed:	04/14/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	214.61	How Received:	E-FORM	Preliminary Type:IMPROPER BILLS	
County:	Sumter	Customer Phone:	(352)-303-1429	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	CRYSTAL HOWARD	0915215W	AQUA UTILITIES FLORIDA, INC.	WS881	01/05/2010	GI-25	T
Date Closed:	02/09/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:IMPROPER BILLS	
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	TWILA TAYLOR	0915529W	AQUA UTILITIES FLORIDA, INC.	WS688	01/06/2010	GI-30	T
Date Closed:	02/16/2010	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:QUALITY OF SERVICE	
County:	Alachua	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JENNIFER ROBERSON	0915594W	AQUA UTILITIES FLORIDA, INC.	WU174	01/07/2010	GI-28	T
Date Closed:	02/11/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	10.00	How Received:	E-FORM	Preliminary Type:IMPROPER DISCONNECTS	
County:	Marion	Customer Phone:	(352)-299-5695	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
JOHN GAULRAPP		0916152W	AQUA UTILITIES FLORIDA, INC.	WS883	01/08/2010	WB-49	L
Date Closed:	02/16/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
JOHN SMOAK		0916471W	AQUA UTILITIES FLORIDA, INC.	WS688	01/11/2010	GI-25	T
Date Closed:	02/23/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-377-1835	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
DANIEL ZUBER		0916719W	AQUA UTILITIES FLORIDA, INC.	WS880	01/12/2010	GI-25	T
Date Closed:	02/23/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(321)-202-6545	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
JANICE BENOIT		0918187W	AQUA UTILITIES FLORIDA, INC.	WS883	01/19/2010	GI-25	T
Date Closed:	02/24/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(508)-496-5767	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
JOE M NORMAN		0919614W	AQUA UTILITIES FLORIDA, INC.	WS884	01/25/2010	GI-05	T
Date Closed:	06/18/2010	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	20.00	How Received:	E-MAIL	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-728-1208	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
JAGRIFFIN PROPERTIES, LLC		0920293W	AQUA UTILITIES FLORIDA, INC.	WS884	01/26/2010	GI-30	T
Date Closed:	03/05/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	MAIL	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	JOSEPHINE SOMERVILLE	0921050W	AQUA UTILITIES FLORIDA, INC.	WS883	01/28/2010	GI-28	T
Date Closed:	03/04/2010	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER DISCONNECTS
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	STEVE NEBERGALL	0921402W	AQUA UTILITIES FLORIDA, INC.	WS881	01/29/2010	GI-25	T
Date Closed:	03/05/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	RENEE FORD	0921997W	AQUA UTILITIES FLORIDA, INC.	WS688	02/02/2010	GI-29	T
Date Closed:	03/10/2010	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	DELAY IN CONNECTION
County:	Alachua	Customer Phone:	(352)-258-4790	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JENNIFER DENMARK	0922859W	AQUA UTILITIES FLORIDA, INC.	WS881	02/05/2010	WS-12	T
Date Closed:	03/15/2010	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER DISCONNECTS
County:	Lake	Customer Phone:	(352)-735-2524	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	MERCEDES FRAGOSO	0923101W	AQUA UTILITIES FLORIDA, INC.	WS688	02/08/2010	GI-25	T
Date Closed:	03/18/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-371-0507	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	MARIE AVEDISIAN	0924149W	AQUA UTILITIES FLORIDA, INC.	WS886	02/10/2010	GI-30	T
Date Closed:	03/19/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	(407)-222-4299	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
YES COMMUNITIES		0924204W	AQUA UTILITIES FLORIDA, INC.	WS688	02/10/2010	GI-17	T
Date Closed:	03/18/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SAFETY ISSUE
County:	Alachua	Customer Phone:	(352)-373-3500	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
STEVE READER		0924272W	AQUA UTILITIES FLORIDA, INC.	WS883	02/11/2010	WB-49	T
Date Closed:	03/19/2010	Assigned Analyst:	ANGIE CALHOUN	Closed Analyst:	ANGIE CALHOUN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(315)-884-3732	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
SABRINA BROWN		0924604W	AQUA UTILITIES FLORIDA, INC.	WS688	02/12/2010	GI-25	T
Date Closed:	03/19/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-301-6059	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
JERRY WRIGHT		0925213W	AQUA UTILITIES FLORIDA, INC.	WS883	02/16/2010	GI-25	T
Date Closed:	03/25/2010	Assigned Analyst:	LUCILLE ALFORD	Closed Analyst:	LUCILLE ALFORD		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
SMITH EQUIPMENT AND SUPPLY COMPANY		0926511W	AQUA UTILITIES FLORIDA, INC.	WS884	02/22/2010	GI-25	T
Date Closed:	03/31/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
DOROTHY IROVANDO		0928376W	AQUA UTILITIES FLORIDA, INC.	WS883	03/02/2010	GI-30	T
Date Closed:	04/08/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	JEANNE M POMFRED	0928954W	AQUA UTILITIES FLORIDA, INC.	WS688	03/04/2010	GI-30	T
Date Closed:	04/08/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Alachua	Customer Phone:	(352)-373-4522	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	ERICKA SKIPPER	0929684W	AQUA UTILITIES FLORIDA, INC.	WS768	03/08/2010	WS-12	T
Date Closed:	04/19/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	35.00	How Received:	PHONE	Preliminary Type:	IMPROPER DISCONNECTS
County:	Sumter	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	FREDY JUSTUS	0929720W	AQUA UTILITIES FLORIDA, INC.	WS880	03/08/2010	GI-25	T
Date Closed:	04/19/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-655-0372	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JANUARY KEGEL	0930049W	AQUA UTILITIES FLORIDA, INC.	WS883	03/09/2010	GI-30	T
Date Closed:	04/19/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(727)-243-9945	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JEFFREY & JOELL BARTFIELD	0930186W	AQUA UTILITIES FLORIDA, INC.	WS880	03/10/2010	GI-15	T
Date Closed:	04/14/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	OUTAGES
County:	Highlands	Customer Phone:	(863)-446-2688	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	KENNETH J KEEGAN	0931184W	AQUA UTILITIES FLORIDA, INC.	WS883	03/15/2010	GI-05	T
Date Closed:	04/19/2010	Assigned Analyst:	ANGIE CALHOUN	Closed Analyst:	ANGIE CALHOUN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-359-6589	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	KRISTINA M RUSSELL	0931747W	AQUA UTILITIES FLORIDA, INC.	WS883	03/17/2010	WB-50	T
Date Closed:	04/23/2010	Assigned Analyst:	ANGIE CALHOUN	Closed Analyst:	ANGIE CALHOUN		
Service/Billing:	B	Savings:	35.08	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-819-2049	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	BRYAN BURLESON, JR	0931758W	AQUA UTILITIES FLORIDA, INC.	WU174	03/17/2010	GI-25	T
Date Closed:	04/26/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	98.74	How Received:	PHONE	Preliminary Type:	IMPROPER DISCONNECTS
County:	Marion	Customer Phone:	(352)-347-8865	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	MITTIE MORRIS	0932088W	AQUA UTILITIES FLORIDA, INC.	WS938	03/18/2010	WB-19	T
Date Closed:	04/22/2010	Assigned Analyst:	ANGIE CALHOUN	Closed Analyst:	ANGIE CALHOUN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Hardee	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	TERI SALOMON	0932421W	AQUA UTILITIES FLORIDA, INC.	WS688	03/22/2010	WB-49	T
Date Closed:	06/04/2010	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	B	Savings:	1222.13	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Charlotte	Customer Phone:	(941)-626-8348	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	MISTY L SWIATEK	0932937W	AQUA UTILITIES FLORIDA, INC.	WS688	03/23/2010	GI-25	T
Date Closed:	04/29/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-231-9061	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JOE LINDSEY	0933664W	AQUA UTILITIES FLORIDA, INC.	WS768	03/26/2010	GI-15	T
Date Closed:	05/12/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	OUTAGES
County:	Sumter	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	JOSEPH CABANA	0933707W	AQUA UTILITIES FLORIDA, INC.	WS768	03/26/2010	GI-15	T
Date Closed:	04/30/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	FAX	Preliminary Type:	OUTAGES
County:	Sumter	Customer Phone:	(352)-793-5348	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	RIVERBEND CONDO ASSOCIATION	0933972W	AQUA UTILITIES FLORIDA, INC.	WS885	03/29/2010	GI-32	T
Date Closed:	01/05/2011	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEIL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:	(386)-467-2900	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	KENNETH HOWE	0934134W	AQUA UTILITIES FLORIDA, INC.	WS883	03/30/2010	GI-15	T
Date Closed:	05/03/2010	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	OUTAGES
County:	Pasco	Customer Phone:	(727)-869-2635	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	RANDALL STRAUGHAN	0935791W	AQUA UTILITIES FLORIDA, INC.	WU882	04/06/2010	GI-25	T
Date Closed:	05/12/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	STEVE BIEDINGER	0935908W	AQUA UTILITIES FLORIDA, INC.	WS883	04/07/2010	GI-17	T
Date Closed:	06/01/2010	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	S	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(727)-992-3068	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	LEE METHVIN	0936477W	AQUA UTILITIES FLORIDA, INC.	WS688	04/09/2010	GI-15	T
Date Closed:	05/19/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	OUTAGES
County:	Alachua	Customer Phone:	(352)-672-4768	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	WENDY LEVASSEUR	0936669W	AQUA UTILITIES FLORIDA, INC.	WS884	04/12/2010	GI-25	T
Date Closed:	05/25/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:IMPROPER BILLS	
County:	Polk	Customer Phone:	(863)-812-1751	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	MATTHEW SPALDING	0936909W	AQUA UTILITIES FLORIDA, INC.	WS881	04/12/2010	GI-30	T
Date Closed:	05/27/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:QUALITY OF SERVICE	
County:	Lake	Customer Phone:	(352)-759-2628	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	FRANCES PARRINO	0937031W	AQUA UTILITIES FLORIDA, INC.	WS883	04/13/2010	GI-25	T
Date Closed:	05/19/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:IMPROPER BILLS	
County:	Pasco	Customer Phone:	(727)-868-4194	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	NANCY / GEORGE LINE	0937759W	AQUA UTILITIES FLORIDA, INC.	WS883	04/16/2010	GI-25	T
Date Closed:	05/25/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:IMPROPER BILLS	
County:	Pasco	Customer Phone:	(727)-863-3778	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	KEVIN J GRACE, SR.	0938078W	AQUA UTILITIES FLORIDA, INC.	WS883	04/19/2010	GI-15	T
Date Closed:	05/25/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:OUTAGES	
County:	Pasco	Customer Phone:	(727)-863-0416	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	ERICA WHITE	0939279W	AQUA UTILITIES FLORIDA, INC.	WS884	04/23/2010	WB-49	L
Date Closed:	06/02/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:IMPROPER BILLS	
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
JAMES R KREGLO		0939580W	AQUA UTILITIES FLORIDA, INC.	WS881	04/26/2010	GI-28	T
Date Closed: 06/10/2010	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: S	Savings: 0.00			How Received: PHONE		Preliminary Type: IMPROPER DISCONNECTS	
County: Lake	Customer Phone: (352)-978-4432		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
TOWLES BIGELOW		0939827W	AQUA UTILITIES FLORIDA, INC.	WU174	04/27/2010	WB-51	T
Date Closed: 08/03/2010	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 5.00			How Received: PHONE		Preliminary Type: IMPROPER BILLS	
County: Marion	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: Y		PSA:	
DIANE BELMONT		0940197W	AQUA UTILITIES FLORIDA, INC.	WS883	04/28/2010	GI-25	T
Date Closed: 06/22/2010	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 546.26			How Received: PHONE		Preliminary Type: IMPROPER BILLS	
County: Pasco	Customer Phone: (207)-351-6534		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
THOMAS MOREY		0940808W	AQUA UTILITIES FLORIDA, INC.	WU174	05/03/2010	GI-25	T
Date Closed: 06/10/2010	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type: IMPROPER BILLS	
County: Marion	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
CORY KROELINGER		0941454W	AQUA UTILITIES FLORIDA, INC.	WS883	05/05/2010	GI-25	T
Date Closed: 06/16/2010	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 0.00			How Received: E-FORM		Preliminary Type: IMPROPER BILLS	
County: Pasco	Customer Phone: (727)-741-1453		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
COREY BERMAN		0941874W	AQUA UTILITIES FLORIDA, INC.	WS887	05/06/2010	GI-25	T
Date Closed: 06/16/2010	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 5593.79			How Received: PHONE		Preliminary Type: IMPROPER BILLS	
County: Volusia	Customer Phone: (386)-566-8564		Sent To Company: Y	Apparent Rule Violation: N		PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
GREGORY LAUGEN		0941929W	AQUA UTILITIES FLORIDA, INC.	WS881	05/06/2010	GI-28	T
Date Closed:	06/16/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER DISCONNECTS
County:	Lake	Customer Phone:	(352)-728-5139	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
MICHAEL MCLAURIN		0941966W	AQUA UTILITIES FLORIDA, INC.	WS884	05/06/2010	GI-25	T
Date Closed:	06/22/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	27.63	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(407)-396-0101	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
MIKE HUTCHERSON		0942619W	AQUA UTILITIES FLORIDA, INC.	WS885	05/11/2010	GI-25	T
Date Closed:	06/25/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:	(386)-546-0492	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
S CHASE HOMEOWNERS ASSOC.		0942825W	AQUA UTILITIES FLORIDA, INC.	WS881	05/12/2010	GI-25	T
Date Closed:	10/11/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	FAX	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-787-2700	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
HAROLD F MILLER		0943872W	AQUA UTILITIES FLORIDA, INC.	WS881	05/17/2010	GI-25	T
Date Closed:	07/02/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	42.66	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-742-4670	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
ANNA CLAYTON		0943885W	AQUA UTILITIES FLORIDA, INC.	WS688	05/17/2010	GI-25	T
Date Closed:	06/25/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	81.07	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-468-1437	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	JUDITH K GROOMS	0945202W	AQUA UTILITIES FLORIDA, INC.	WS883	05/24/2010	GI-25	T
Date Closed:	07/09/2010	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	348.63	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:		Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	MAUREEN MCCABE	0945346W	AQUA UTILITIES FLORIDA, INC.	WS885	05/25/2010	WS-50	T
Date Closed:	06/30/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER DISCONNECTS
County:	Putnam	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	
	KATHY COFFEY	0946063W	AQUA UTILITIES FLORIDA, INC.	WS881	05/27/2010	GI-30	T
Date Closed:	07/02/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Lake	Customer Phone:	(352)-787-5160	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	DAWN BENNETT	0946774W	AQUA UTILITIES FLORIDA, INC.	WS886	06/02/2010	GI-25	T
Date Closed:	07/15/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	218.44	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-542-3839	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	GENE RIEDER	0948510W	AQUA UTILITIES FLORIDA, INC.	WS880	06/10/2010	GI-25	T
Date Closed:	07/15/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(239)-218-2625	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	WILL R GIFFORD	0949054W	AQUA UTILITIES FLORIDA, INC.	WS881	06/15/2010	GI-25	T
Date Closed:	07/28/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-343-9987	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	SHERRY MORRIS	0949390W	AQUA UTILITIES FLORIDA, INC.	WS938	06/16/2010	GI-25	T
Date Closed:	07/22/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	25.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Hardee	Customer Phone:	(863)-773-6664	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	GUS ALEXAKOS	0949763W	AQUA UTILITIES FLORIDA, INC.	WS883	06/17/2010	GI-25	T
Date Closed:	07/28/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	9.14	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	NORTHSHORE CONDOS	0950499W	AQUA UTILITIES FLORIDA, INC.	WS798	06/22/2010	GI-05	T
Date Closed:	08/06/2010	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	DeSoto	Customer Phone:	(239)-560-0524	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	SHEILA THOMAS	0950539W	AQUA UTILITIES FLORIDA, INC.	WS688	06/22/2010	GI-25	T
Date Closed:	07/28/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-222-3347	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	EVA SAMPSON	0950719W	AQUA UTILITIES FLORIDA, INC.	WS880	06/23/2010	WB-51	T
Date Closed:	08/18/2010	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	B	Savings:	180.01	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-214-5210	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
	DORIS VANMOERKERKE	0950891W	AQUA UTILITIES FLORIDA, INC.	WS880	06/24/2010	GI-25	T
Date Closed:	07/30/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-658-1046	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
JAVIER ROVIRA		0953587W	AQUA UTILITIES FLORIDA, INC.	WS883	07/09/2010	WB-01	T
Date Closed: 08/20/2010	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Pasco	Customer Phone: (561)-254-8282		Sent To Company: Y	Apparent Rule Violation: Y		PSA:	
AUTUMN CATELLIER		0954538W	AQUA UTILITIES FLORIDA, INC.	WS883	07/14/2010	GI-25	T
Date Closed: 08/18/2010	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 22.00			How Received: E-MAIL		Preliminary Type:IMPROPER BILLS	
County: Pasco	Customer Phone: (727)-992-0996		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
KATHLEEN DAVIS		0955818W	AQUA UTILITIES FLORIDA, INC.	WS887	07/20/2010	GI-15	T
Date Closed: 08/24/2010	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: S	Savings: 0.00			How Received: E-FORM		Preliminary Type:OUTAGES	
County: Volusia	Customer Phone: (383)-383-7600		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
VIRGINIA C WITT		0955825W	AQUA UTILITIES FLORIDA, INC.	WS688	07/20/2010	GI-05	T
Date Closed: 08/25/2010	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: MAIL		Preliminary Type:IMPROPER BILLS	
County: Alachua	Customer Phone: (352)-375-1213		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
AMERICAN CONDOMINIUM PARKS-ZEPHYRH		0956146W	AQUA UTILITIES FLORIDA, INC.	WS883	07/21/2010	WB-01	T
Date Closed: 09/07/2010	Assigned Analyst: ELLEN PLENDL			Closed Analyst: ELLEN PLENDL			
Service/Billing: B	Savings: 1046.32			How Received: MAIL		Preliminary Type:IMPROPER BILLS	
County: Pasco	Customer Phone: (813)-783-7398		Sent To Company: Y	Apparent Rule Violation: Y		PSA:	
SUE EASTER		0956272W	AQUA UTILITIES FLORIDA, INC.	WS886	07/21/2010	GI-25	T
Date Closed: 08/27/2010	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 0.00			How Received: E-FORM		Preliminary Type:IMPROPER BILLS	
County: Seminole	Customer Phone: (407)-971-5960		Sent To Company: Y	Apparent Rule Violation: N		PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
DENISE OLSON		0956397W	AQUA UTILITIES FLORIDA, INC.	WS886	07/22/2010	GI-25	T
Date Closed:	08/27/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	11.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-921-5815	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
CLEVELAND MCGILL		0957718W	AQUA UTILITIES FLORIDA, INC.	WS688	07/28/2010	GI-25	T
Date Closed:	09/02/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	652.21	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-328-1113	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
GREGORY D WHITE		0958046W	AQUA UTILITIES FLORIDA, INC.	SU821	07/29/2010	GI-25	T
Date Closed:	09/15/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-709-4064	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
DIANE MAURO		0958213W	AQUA UTILITIES FLORIDA, INC.	WS883	07/30/2010	GI-25	T
Date Closed:	11/10/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-277-6169	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
JEFFERY ELKINS		0958414W	AQUA UTILITIES FLORIDA, INC.	WU174	08/02/2010	GI-25	T
Date Closed:	10/22/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-694-6255	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
DIANE PALLACE		0958809W	AQUA UTILITIES FLORIDA, INC.	WS883	08/03/2010	GI-25	T
Date Closed:	09/15/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	280.94	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-947-4362	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	CHRISTEN CASTRO	0958831W	AQUA UTILITIES FLORIDA, INC.	WS886	08/03/2010	GI-05	T
Date Closed:	11/12/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-366-0049	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	GENEVIEVE VOGELPOHL	0959008W	AQUA UTILITIES FLORIDA, INC.	WS880	08/03/2010	GI-05	T
Date Closed:	02/09/2011	Assigned Analyst:	ANGIE CALHOUN	Closed Analyst:	ANGIE CALHOUN		
Service/Billing:	B	Savings:	496.12	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-465-6825	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	DEBBIE TORRENCE	0959787W	AQUA UTILITIES FLORIDA, INC.	WS688	08/06/2010	GI-05	T
Date Closed:	09/10/2010	Assigned Analyst:	ANGIE CALHOUN	Closed Analyst:	ANGIE CALHOUN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-220-9270	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	SHIRLEY JOHNS	0959811W	AQUA UTILITIES FLORIDA, INC.	SU821	08/06/2010	GI-25	T
Date Closed:	09/22/2010	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Brevard	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	COLLIN YORK	0960531W	AQUA UTILITIES FLORIDA, INC.	SU821	08/10/2010	GI-25	T
Date Closed:	09/15/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	PAUL VACHON	0961413W	AQUA UTILITIES FLORIDA, INC.	WU174	08/16/2010	WB-19	T
Date Closed:	10/06/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	115.48	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-402-0743	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ARTHUR CRAFT		0962215W	AQUA UTILITIES FLORIDA, INC.	WS883	08/19/2010	GI-25	T
Date Closed:	09/27/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
CRYSTAL PEPPIN		0962795W	AQUA UTILITIES FLORIDA, INC.	WS881	08/23/2010	GI-25	T
Date Closed:	09/29/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-223-0547	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
BRIAN COLLINS		0963177W	AQUA UTILITIES FLORIDA, INC.	WS688	08/24/2010	GI-25	T
Date Closed:	09/29/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
GARY KRUSE		0963653W	AQUA UTILITIES FLORIDA, INC.	WS798	08/25/2010	WB-51	T
Date Closed:	01/05/2011	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEIL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	DeSoto	Customer Phone:	(941)-380-9585	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
NORA KAMPHAUS		0964045W	AQUA UTILITIES FLORIDA, INC.	WS881	08/27/2010	GI-25	T
Date Closed:	10/11/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
GARNET O O'NEIL		0964466W	AQUA UTILITIES FLORIDA, INC.	WS881	08/30/2010	GI-25	T
Date Closed:	10/06/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(724)-877-4003	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
MAC J GOETHE		0964574W	AQUA UTILITIES FLORIDA, INC.	WU879	08/30/2010	GI-25	T
Date Closed:	10/11/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	25.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Brevard	Customer Phone:	(352)-222-6267	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
LAKE GIBSON UNITED METHODIST CHURCH		0966075W	AQUA UTILITIES FLORIDA, INC.	WS884	09/08/2010	GI-15	T
Date Closed:	10/28/2010	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
BRADLEY FOX		0966077W	AQUA UTILITIES FLORIDA, INC.	WS884	09/08/2010	GI-15	T
Date Closed:	10/28/2010	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:	(863)-858-9296	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
GARY KRAUSE		0966291W	AQUA UTILITIES FLORIDA, INC.	WS883	09/08/2010	GI-25	T
Date Closed:	10/15/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
SUSAN SUDLOW		0966389W	AQUA UTILITIES FLORIDA, INC.	WS884	09/09/2010	GI-25	T
Date Closed:	10/15/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-614-1888	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
VIRGINIA PETERSON		0966435W	AQUA UTILITIES FLORIDA, INC.	WS884	09/09/2010	GI-15	T
Date Closed:	10/14/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	OUTAGES
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
SANDRA STROUD		0966658W	AQUA UTILITIES FLORIDA, INC.	WS883	09/10/2010	GI-25	T
Date Closed:	10/19/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	172.71	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-937-6551	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
MARCO TOTTI		0966779W	AQUA UTILITIES FLORIDA, INC.	WS885	09/10/2010	GI-29	T
Date Closed:	10/15/2010	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	DELAY IN CONNECTION
County:	Putnam	Customer Phone:	(386)-325-2899	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
TIMOTHY TYLER		0966817W	AQUA UTILITIES FLORIDA, INC.	WS688	09/10/2010	GI-15	T
Date Closed:	10/21/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	OUTAGES
County:	Alachua	Customer Phone:	(352)-378-8580	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
LYNN MAY		0968890W	AQUA UTILITIES FLORIDA, INC.	WS885	09/21/2010	WB-49	L
Date Closed:	10/27/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:	(904)-806-5192	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
LAURA & BENJAMI L FERRIER		0969510W	AQUA UTILITIES FLORIDA, INC.	WU174	09/23/2010	GI-32	T
Date Closed:	01/05/2011	Assigned Analyst:	NEAL FORSMAN	Closed Analyst:	NEIL FORSMAN		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-274-7358	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
WAHID ALI		0970893W	AQUA UTILITIES FLORIDA, INC.	WS886	09/29/2010	GI-25	T
Date Closed:	11/03/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(321)-296-7056	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
HARRIET WHITE		0971850W	AQUA UTILITIES FLORIDA, INC.	WS885	10/04/2010	GI-25	T
Date Closed:	11/30/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
GLEND A DOLAN		0972885W	AQUA UTILITIES FLORIDA, INC.	WS883	10/08/2010	GI-30	T
Date Closed:	11/16/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(727)-863-3546	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
KELLI GROSS		0973049W	AQUA UTILITIES FLORIDA, INC.	WS883	10/11/2010	GI-25	T
Date Closed:	11/23/2010	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER DISCONNECTS
County:	Pasco	Customer Phone:	(727)-841-7793	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
KATRENA RANDOLPH		0974616W	AQUA UTILITIES FLORIDA, INC.	WS888	10/18/2010	GI-25	T
Date Closed:	11/30/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Washington	Customer Phone:	(850)-773-3630	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
MATT RIDDLE		0975397W	AQUA UTILITIES FLORIDA, INC.	WS881	10/21/2010	GI-05	T
Date Closed:	11/16/2010	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	B	Savings:	601.91	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-617-8664	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
YVONDA BRAY		0975664W	AQUA UTILITIES FLORIDA, INC.	WU174	10/22/2010	GI-25	T
Date Closed:	11/30/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
RICHARD BRYSON		0975839W	AQUA UTILITIES FLORIDA, INC.	WS881	10/25/2010	GI-25	T
Date Closed:	11/30/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
SUE FANTETTI		0976683W	AQUA UTILITIES FLORIDA, INC.	WS880	10/27/2010	GI-30	T
Date Closed:	12/06/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(863)-465-6624	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
DAYNA BURNEY		0977412W	AQUA UTILITIES FLORIDA, INC.	WS885	11/01/2010	GI-29	T
Date Closed:	12/10/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	DELAY IN CONNECTION
County:	Putnam	Customer Phone:	(386)-937-0987	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
WILLIAM BATHGATE		0977650W	AQUA UTILITIES FLORIDA, INC.	WS881	11/02/2010	GI-25	T
Date Closed:	12/10/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	345.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-253-0875	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
LINDA GADD		0978170W	AQUA UTILITIES FLORIDA, INC.	WS884	11/03/2010	GI-28	T
Date Closed:	12/10/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER DISCONNECTS
County:	Polk	Customer Phone:	(863)-853-1932	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
JENNIE TROESCH		0978179W	AQUA UTILITIES FLORIDA, INC.	WS881	11/04/2010	GI-25	T
Date Closed:	12/10/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-323-1553	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	ADELINE HUDSON	0978331W	AQUA UTILITIES FLORIDA, INC.	WS938	11/04/2010	GI-28	T
Date Closed:	12/10/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	FAX	Preliminary Type:	IMPROPER DISCONNECTS
County:	Hardee	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	ANNA DURSO	0979306W	AQUA UTILITIES FLORIDA, INC.	WS883	11/09/2010	GI-11	T
Date Closed:	12/14/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	REPAIR
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	MIKE RIKER	0979347W	AQUA UTILITIES FLORIDA, INC.	WS883	11/10/2010	GI-05	T
Date Closed:	01/19/2011	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	B	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-816-8464	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	BRADLEY FOX	0979624W	AQUA UTILITIES FLORIDA, INC.	WS884	11/12/2010	GI-15	T
Date Closed:	01/19/2011	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	S	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:	(863)-858-9296	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	PAM HALLFORD	0979791W	AQUA UTILITIES FLORIDA, INC.	WS884	11/12/2010	GI-11	T
Date Closed:	12/22/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	REPAIR
County:	Polk	Customer Phone:	(863)-602-5745	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	CHARLES RIEL	0980016W	AQUA UTILITIES FLORIDA, INC.	WS884	11/15/2010	WB-51	L
Date Closed:	01/06/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	Y PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ERNEST PARBHOO		0980088W	AQUA UTILITIES FLORIDA, INC.	WU787	11/15/2010	GI-30	T
Date Closed:	12/22/2010	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	QUALITY OF SERVICE
County:	Palm Beach	Customer Phone:	(561)-585-9452	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
ROBERT RICH		0980147W	AQUA UTILITIES FLORIDA, INC.	WS884	11/15/2010	GI-30	T
Date Closed:	12/22/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:	(863)-858-9130	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
STANLEY JOZWIK		0980880W	AQUA UTILITIES FLORIDA, INC.	WS883	11/18/2010	GI-15	T
Date Closed:	01/19/2011	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	ELLEN PLENDL		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	OUTAGES
County:	Pasco	Customer Phone:	(727)-863-6323	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
JUTTA SEEBERG		0981421W	AQUA UTILITIES FLORIDA, INC.	WU787	11/22/2010	GI-30	T
Date Closed:	12/28/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Palm Beach	Customer Phone:	(561)-317-7951	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
JOHN GUZZARDO		0981529W	AQUA UTILITIES FLORIDA, INC.	WS883	11/23/2010	WS-49	T
Date Closed:	12/28/2010	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER DISCONNECTS
County:	Pasco	Customer Phone:	(727)-857-5352	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
MARYANN BRAFFORD		0981938W	AQUA UTILITIES FLORIDA, INC.	WS881	11/29/2010	GI-25	T
Date Closed:	01/14/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-343-5603	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	WILLIAM BROWN	0982075W	AQUA UTILITIES FLORIDA, INC.	WS881	11/29/2010	GI-25	T
Date Closed:	01/07/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	97.96	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-343-0954	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JOSEPH STAKUN	0982524W	AQUA UTILITIES FLORIDA, INC.	WS883	12/01/2010	GI-11	T
Date Closed:	01/07/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	REPAIR
County:	Pasco	Customer Phone:	(813)-780-1313	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	MICHAEL BRENNER	0982551W	AQUA UTILITIES FLORIDA, INC.	WS884	12/01/2010	GI-30	T
Date Closed:	01/06/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Polk	Customer Phone:	(863)-868-6665	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	BLUE HAVEN	0984423W	AQUA UTILITIES FLORIDA, INC.	WS881	12/10/2010	GI-25	T
Date Closed:	01/14/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	JUSTIN HOULKER	0984461W	AQUA UTILITIES FLORIDA, INC.	WS688	12/10/2010	GI-25	T
Date Closed:	01/14/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	282.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
	SOMMER DODDS	0984712W	AQUA UTILITIES FLORIDA, INC.	WS885	12/13/2010	GI-11	T
Date Closed:	01/20/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	69.00	How Received:	E-FORM	Preliminary Type:	REPAIR
County:	Putnam	Customer Phone:	(407)-247-2015	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	JOAN ALBERT	0984820W	AQUA UTILITIES FLORIDA, INC.	WS688	12/13/2010	GI-25	T
Date Closed:	01/20/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Alachua	Customer Phone:	(352)-336-1773	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	JEFFERSON ELZEY	0986182W	AQUA UTILITIES FLORIDA, INC.	WS883	12/21/2010	GI-25	T
Date Closed:	01/31/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-862-9807	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
	KATRINA CANNON	0986633W	AQUA UTILITIES FLORIDA, INC.	WU882	12/27/2010	GI-28	T
Date Closed:	01/31/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER DISCONNECTS
County:	Orange	Customer Phone:	(352)-385-2710	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	
SRC	Total Cases: 140			SRC	Total Savings: 12930.84		
	Total Cases: 144				Total Savings: 13503.38		

10/05/2011

FLORIDA PUBLIC SERVICE COMMISSION
COMPLAINTS QUERY REPORT



Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ECR	BARBARA STAMM	0987368W	AQUA UTILITIES FLORIDA, INC.	WS881	01/03/2011		
Date Closed: //	Assigned Analyst: ECR	Closed Analyst:					
Service/Billing: B	Savings: 0.00	How Received: PHONE		Preliminary Type:IMPROPER BILLS			
County: Lake	Customer Phone:	Sent To Company: Y		Apparent Rule Violation: N		PSA:	
ECR	R.A.M. GOLF MANAGEMENT, LLC	1009000W	AQUARINA UTILITIES, INC.	WS949	05/12/2011		
Date Closed: //	Assigned Analyst: ECR	Closed Analyst:					
Service/Billing: B	Savings: 0.00	How Received: MAIL		Preliminary Type:IMPROPER BILLS			
County: Brevard	Customer Phone: (561)-676-5279	Sent To Company: Y		Apparent Rule Violation: N		PSA:	
ECR	Total Cases: 2			ECR	Total Savings: 0.00		
SRC	SHAWNDA WAGNER	0988809W	AQUA UTILITIES FLORIDA, INC.	WU879	01/10/2011	GI-32	T
Date Closed: 03/29/2011	Assigned Analyst: NEAL FORSMAN	Closed Analyst: NEIL FORSMAN					
Service/Billing: B	Savings: 0.00	How Received: PHONE		Preliminary Type:IMPROPER BILLS			
County: Brevard	Customer Phone:	Sent To Company: Y		Apparent Rule Violation: N		PSA:	
ECR	LOIS MCALPINE	0988827W	AQUA UTILITIES FLORIDA, INC.	WS798	01/10/2011	GI-05	T
Date Closed: 02/16/2011	Assigned Analyst: VIOLET FARIA	Closed Analyst: VIOLET FARIA					
Service/Billing: B	Savings: 68.38	How Received: MAIL		Preliminary Type:IMPROPER BILLS			
County: DeSoto	Customer Phone:	Sent To Company: Y		Apparent Rule Violation: N		PSA:	

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
BARBARA HATCH		0989637W	AQUA UTILITIES FLORIDA, INC.	WS884	01/13/2011	GI-25	T
Date Closed: 02/22/2011	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 15.10			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Polk	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
RICHARD & RITA ROUNDS		0989995W	AQUA UTILITIES FLORIDA, INC.	WS884	01/18/2011	GI-25	T
Date Closed: 02/22/2011	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Polk	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
CHARLES W GALLAGHER		0989997W	AQUA UTILITIES FLORIDA, INC.	WS884	01/18/2011	GI-25	T
Date Closed: 02/22/2011	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 0.00			How Received: E-MAIL		Preliminary Type:IMPROPER BILLS	
County: Polk	Customer Phone: (863)-696-7215		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
MARY PHYLLIS KOLOZE		0990164W	AQUA UTILITIES FLORIDA, INC.	WS884	01/18/2011	WB-51	T
Date Closed: 04/01/2011	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: E-MAIL		Preliminary Type:IMPROPER BILLS	
County: Polk	Customer Phone: (863)-696-7315		Sent To Company: Y	Apparent Rule Violation: Y		PSA:	
ALFRED DEBOARD		0990406W	AQUA UTILITIES FLORIDA, INC.	WS884	01/19/2011	PR-68	T
Date Closed: 02/18/2011	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Polk	Customer Phone: (513)-484-4803		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
HAZEL RHONE		0990435W	AQUA UTILITIES FLORIDA, INC.	WS884	01/19/2011	PR-68	T
Date Closed: 02/25/2011	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Polk	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: N		PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
PAUL BIEBER		0990456W	AQUA UTILITIES FLORIDA, INC.	WS884	01/19/2011	PR-68	T
Date Closed:	02/25/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-696-3189	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
MARY MEINKE		0990521W	AQUA UTILITIES FLORIDA, INC.	WS884	01/19/2011	GI-25	T
Date Closed:	02/25/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	5.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:	(863)-226-2425	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
MARLON COSTON		0991250W	AQUA UTILITIES FLORIDA, INC.	WS885	01/24/2011	GI-25	T
Date Closed:	03/21/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	26.87	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:	(386)-467-8477	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
GIOVANNI PICCIRILLI		0991348W	AQUA UTILITIES FLORIDA, INC.	WU174	01/24/2011	GI-25	T
Date Closed:	02/28/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	322.51	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-622-5614	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
NORMAN DUNCAN		0991604W	AQUA UTILITIES FLORIDA, INC.	WS884	01/25/2011	GI-25	T
Date Closed:	03/04/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	88.43	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
RAMON AND AIDA FUERTES		0992338W	AQUA UTILITIES FLORIDA, INC.	WS881	01/31/2011	GI-25	T
Date Closed:	03/30/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-742-1621	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
CHRIS BOCK		0992370W	AQUA UTILITIES FLORIDA, INC.	WS886	01/31/2011	GI-25	T
Date Closed:	03/08/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-923-5408	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
JERRY & JANE PECK		0993045W	AQUA UTILITIES FLORIDA, INC.	WS884	02/02/2011	GI-25	T
Date Closed:	03/14/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Polk	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
MATTHEW SIRIANI		0993315W	AQUA UTILITIES FLORIDA, INC.	WS881	02/04/2011	GI-30	T
Date Closed:	03/23/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	20.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Lake	Customer Phone:	(352)-602-9867	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
JOHN & SOOCELA CRACKEL		0994399W	AQUA UTILITIES FLORIDA, INC.	WU174	02/11/2011	WB-19	T
Date Closed:	03/21/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	153.22	How Received:	E-MAIL	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-307-1441	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
CAL CLAIR INC.		0996397W	AQUA UTILITIES FLORIDA, INC.	WS884	02/24/2011	WS-12	T
Date Closed:	03/31/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER DISCONNECTS
County:	Polk	Customer Phone:	(863)-224-6559	Sent To Company:	Y	Apparent Rule Violation:	Y PSA:
TONY INDRAGO		0996680W	AQUA UTILITIES FLORIDA, INC.	WS881	02/25/2011	GI-25	T
Date Closed:	04/19/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-378-7882	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
SALVATORE CASALE		0996806W	AQUA UTILITIES FLORIDA, INC.	WS881	02/28/2011	GI-25	T
Date Closed: 04/07/2011	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Pasco	Customer Phone: (727)-863-7603		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
BRAUSER ENTERPRISES		0997253W	AQUA UTILITIES FLORIDA, INC.	WS881	03/01/2011	GI-25	T
Date Closed: 04/06/2011	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Seminole	Customer Phone: (407)-263-7111		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
WILLIAM ANGERSON		0997500W	AQUA UTILITIES FLORIDA, INC.	WS884	03/03/2011	GI-25	T
Date Closed: 04/15/2011	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: E-FORM		Preliminary Type:IMPROPER BILLS	
County: Polk	Customer Phone: (863)-287-4735		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
KATRINA CANNON		0997730W	AQUA UTILITIES FLORIDA, INC.	WU882	03/04/2011	GI-25	T
Date Closed: 04/15/2011	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Orange	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
JUSTIN HOULKER		0997763W	AQUA UTILITIES FLORIDA, INC.	WS688	03/04/2011	WB-19	T
Date Closed: 04/15/2011	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Alachua	Customer Phone: (352)-494-7935		Sent To Company: Y	Apparent Rule Violation: Y		PSA:	
NATALIA WILLIAMS		0998119W	AQUA UTILITIES FLORIDA, INC.	WS881	03/08/2011	GI-28	T
Date Closed: 04/15/2011	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: S	Savings: 0.00			How Received: E-MAIL		Preliminary Type:IMPROPER DISCONNECTS	
County: Lake	Customer Phone: (347)-406-7656		Sent To Company: Y	Apparent Rule Violation: N		PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
FRANCES HOLLIDAY		0998332W	AQUA UTILITIES FLORIDA, INC.	WS883	03/09/2011	GI-25	T
Date Closed: 05/16/2011	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 0.00			How Received: MAIL		Preliminary Type:IMPROPER BILLS	
County: Pasco	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
ANGELA KINZIG		0998446W	AQUA UTILITIES FLORIDA, INC.	WS883	03/10/2011	GI-25	T
Date Closed: 04/14/2011	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 0.00			How Received: E-FORM		Preliminary Type:IMPROPER BILLS	
County: Pasco	Customer Phone: (727)-364-7627		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
SANDRA HOLCOMB		0999323W	AQUA UTILITIES FLORIDA, INC.	WS883	03/16/2011	GI-30	T
Date Closed: 04/21/2011	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: S	Savings: 0.00			How Received: PHONE		Preliminary Type:QUALITY OF SERVICE	
County: Pasco	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
FREDERICK REED		0999377W	AQUA UTILITIES FLORIDA, INC.	WS880	03/16/2011	GI-05	T
Date Closed: 05/18/2011	Assigned Analyst: SHIRLEY STOKES			Closed Analyst: ELLEN PLENDL			
Service/Billing: B	Savings: 61.40			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Highlands	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
VIRGINIA PETERSON		0999723W	AQUA UTILITIES FLORIDA, INC.	WS884	03/18/2011	GI-25	T
Date Closed: 04/26/2011	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Polk	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
DAVID SLOAN		0999880W	AQUA UTILITIES FLORIDA, INC.	WS881	03/21/2011	WB-03	T
Date Closed: 04/26/2011	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 1404.39			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Lake	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: Y		PSA:	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
JOSEPH CILIENTO		0999945W	AQUA UTILITIES FLORIDA, INC.	WS883	03/21/2011	WB-24	T
Date Closed: 04/26/2011	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 22.00			How Received: MAIL		Preliminary Type:DEPOSIT	
County: Pasco	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: Y		PSA:	
MICHAEL THIBODEAU		1000272W	AQUA UTILITIES FLORIDA, INC.	WS883	03/23/2011	GI-25	T
Date Closed: 05/03/2011	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Pasco	Customer Phone: (803)-649-7480		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
EVAN DAVIS		1001431W	AQUA UTILITIES FLORIDA, INC.	WS881	03/30/2011	GI-25	T
Date Closed: 05/06/2011	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Lake	Customer Phone: (352)-742-1762		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
CAROL EDWARDS		1002964W	AQUA UTILITIES FLORIDA, INC.	WS886	04/07/2011	GI-25	T
Date Closed: 06/09/2011	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Seminole	Customer Phone: (407)-971-2134		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
SUMMIT CHASE HOA		1002987W	AQUA UTILITIES FLORIDA, INC.	WS881	04/07/2011	GI-25	T
Date Closed: 05/20/2011	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 0.00			How Received: E-FORM		Preliminary Type:IMPROPER BILLS	
County: Lake	Customer Phone: (352)-250-2882		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
PEGGY L WILLIAMS		1003361W	AQUA UTILITIES FLORIDA, INC.	WS880	04/11/2011	GI-25	T
Date Closed: 05/19/2011	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 145.58			How Received: MAIL		Preliminary Type:IMPROPER BILLS	
County: Highlands	Customer Phone: (863)-659-1070		Sent To Company: Y	Apparent Rule Violation: N		PSA:	

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
MIKE FARMER		1004969W	AQUA UTILITIES FLORIDA, INC.	WS887	04/21/2011	GI-15	T
Date Closed:	05/31/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	OUTAGES
County:	Volusia	Customer Phone:	(386)-673-6481	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
CHARLES ROSSER		1004981W	AQUA UTILITIES FLORIDA, INC.	WS881	04/21/2011	GI-25	T
Date Closed:	05/26/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-343-4170	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
ANTOINETTE SHAFFER		1005233W	AQUA UTILITIES FLORIDA, INC.	WS887	04/22/2011	GI-15	T
Date Closed:	05/31/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	OUTAGES
County:	Volusia	Customer Phone:	(386)-527-9068	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
ROLANDO CISNEROS		1007491W	AQUA UTILITIES FLORIDA, INC.	WS938	05/05/2011	GI-25	T
Date Closed:	06/14/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Hardee	Customer Phone:	(863)-399-6032	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
ELIZABETH PEARL CUMBIE		1007537W	AQUA UTILITIES FLORIDA, INC.	WS768	05/06/2011	GI-25	T
Date Closed:	06/14/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	MAIL	Preliminary Type:	IMPROPER BILLS
County:	Sumter	Customer Phone:	(352)-793-4332	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
JULIE KNOX		1008931W	AQUA UTILITIES FLORIDA, INC.	WS883	05/12/2011	GI-30	T
Date Closed:	06/20/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	MAIL	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ROGER DANESKY		1009698W	AQUA UTILITIES FLORIDA, INC.	WS881	05/18/2011	GI-15	T
Date Closed:	06/22/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	OUTAGES
County:	Lake	Customer Phone:	(352)-255-5871	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
ANN R REINWAND		1010566W	AQUA UTILITIES FLORIDA, INC.	WS880	05/24/2011	GI-25	T
Date Closed:	06/28/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Highlands	Customer Phone:	(630)-253-7447	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
KENNETH HOWE		1010665W	AQUA UTILITIES FLORIDA, INC.	WS883	05/24/2011	GI-15	T
Date Closed:	06/28/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	REPAIR
County:	Pasco	Customer Phone:	(727)-869-2635	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
PAUL KUCZYNSKI		1010866W	AQUA UTILITIES FLORIDA, INC.	WS881	05/25/2011	GI-30	T
Date Closed:	06/30/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Lake	Customer Phone:	(352)-383-8952	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
RICHARD FOSTER		1011276W	AQUA UTILITIES FLORIDA, INC.	WU174	05/27/2011	GI-25	T
Date Closed:	07/01/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Marion	Customer Phone:	(352)-342-4047	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
ALLISON SALAMONE		1012153W	AQUA UTILITIES FLORIDA, INC.	WS886	06/03/2011	GI-25	T
Date Closed:	07/08/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Seminole	Customer Phone:	(407)-366-0909	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
GRACE SNIDER		1012370W	AQUARINA UTILITIES, INC.	WS949	06/06/2011	GI-05	T
Date Closed:	06/23/2011	Assigned Analyst:	SHIRLEY STOKES	Closed Analyst:	SHIRLEY STOKES		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Brevard	Customer Phone:		Sent To Company:	Y	Apparent Rule Violation:	N PSA:
JEFF M RICHLING		1012701W	AQUA UTILITIES FLORIDA, INC.	WS883	06/08/2011	GI-30	T
Date Closed:	07/13/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(727)-389-3222	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
CAROLYN NICHOLSON		1012910W	AQUA UTILITIES FLORIDA, INC.	WS885	06/08/2011	GI-25	T
Date Closed:	07/14/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Putnam	Customer Phone:	(386)-546-9601	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
ALISHA RODRIGUEZ		1013548W	AQUA UTILITIES FLORIDA, INC.	WS883	06/13/2011	GI-25	T
Date Closed:	07/20/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	577.54	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-364-7992	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
NAHIL ELMARGIE		1014532W	AQUA UTILITIES FLORIDA, INC.	WS883	06/20/2011	GI-25	T
Date Closed:	07/25/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	798.22	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-237-8289	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
KENNETH HOWE		1014674W	AQUA UTILITIES FLORIDA, INC.	WS883	06/20/2011	GI-25	T
Date Closed:	07/25/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-869-2635	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
KARIN RECK		1015366W	AQUA UTILITIES FLORIDA, INC.	WS883	06/23/2011	GI-29	T
Date Closed:	07/29/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	DELAY IN CONNECTION
County:	Pasco	Customer Phone:	(727)-271-7442	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
JANET LONDERS		1017046W	AQUA UTILITIES FLORIDA, INC.	WS881	07/06/2011	GI-25	T
Date Closed:	08/10/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	175.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-343-3938	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
CHARLES MILTON		1017444W	AQUA UTILITIES FLORIDA, INC.	WS688	07/07/2011	GI-29	T
Date Closed:	08/12/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	DELAY IN CONNECTION
County:	Alachua	Customer Phone:	(352)-745-6577	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
NANCY STOCKWELL		1017823W	AQUA UTILITIES FLORIDA, INC.	WS881	07/11/2011		
Date Closed:	/ /	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-460-0842	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
SHIRLEY K STOCKWELL		1017828W	AQUA UTILITIES FLORIDA, INC.	WS881	07/11/2011	GI-25	T
Date Closed:	09/26/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(352)-460-0842	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
EDWARD DIAZ		1018090W	AQUA UTILITIES FLORIDA, INC.	WS886	07/12/2011	GI-30	T
Date Closed:	08/18/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	QUALITY OF SERVICE
County:	Seminole	Customer Phone:	(407)-971-0247	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
LINDSEY JORDAN		1018147W	AQUA UTILITIES FLORIDA, INC.	WS886	07/12/2011	GI-30	T
Date Closed: 08/17/2011	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: S	Savings: 0.00			How Received: E-FORM		Preliminary Type:QUALITY OF SERVICE	
County: Seminole	Customer Phone: (407)-366-6484		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
CAROL CLENDINEN		1018179W	AQUA UTILITIES FLORIDA, INC.	WS881	07/12/2011	GI-25	T
Date Closed: 09/22/2011	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Lake	Customer Phone: (352)-343-5448		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
CORNELIUS CANNADY		1019945W	AQUA UTILITIES FLORIDA, INC.	WS883	07/22/2011	WB-04	T
Date Closed: 09/13/2011	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: PHONE		Preliminary Type:IMPROPER BILLS	
County: Pasco	Customer Phone: (727)-505-6171		Sent To Company: Y	Apparent Rule Violation: Y		PSA:	
JOHN GUZZARDO		1020299W	AQUA UTILITIES FLORIDA, INC.	WS883	07/25/2011	GI-25	T
Date Closed: 08/31/2011	Assigned Analyst: VIOLET FARIA			Closed Analyst: VIOLET FARIA			
Service/Billing: B	Savings: 0.00			How Received: E-FORM		Preliminary Type:IMPROPER BILLS	
County: Pasco	Customer Phone: (727)-992-1948		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
RICHARD W JAEGER		1020969W	AQUARINA UTILITIES, INC.	WS949	07/28/2011		
Date Closed: / /	Assigned Analyst: VIOLET FARIA			Closed Analyst:			
Service/Billing: B	Savings: 0.00			How Received: E-MAIL		Preliminary Type:IMPROPER BILLS	
County: Brevard	Customer Phone: (608)-239-9634		Sent To Company: Y	Apparent Rule Violation: N		PSA:	
LINDA GADD		1021166W	AQUA UTILITIES FLORIDA, INC.	WS884	07/28/2011	GI-25	T
Date Closed: 09/07/2011	Assigned Analyst: SHONNA MCCRAY			Closed Analyst: SHONNA MCCRAY			
Service/Billing: B	Savings: 0.00			How Received: E-MAIL		Preliminary Type:IMPROPER BILLS	
County: Polk	Customer Phone: (863)-853-1932		Sent To Company: Y	Apparent Rule Violation: N		PSA:	

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Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
JACOB DENMARK		1021183W	AQUA UTILITIES FLORIDA, INC.	WS881	07/28/2011	GI-25	T
Date Closed:	09/06/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	B	Savings:	0.00	How Received:	E-MAIL	Preliminary Type:	IMPROPER BILLS
County:	Lake	Customer Phone:	(407)-580-8824	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
KENNETH HOWE		1023557W	AQUA UTILITIES FLORIDA, INC.	WS883	08/10/2011	GI-30	T
Date Closed:	09/15/2011	Assigned Analyst:	VIOLET FARIA	Closed Analyst:	VIOLET FARIA		
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	QUALITY OF SERVICE
County:	Pasco	Customer Phone:	(727)-869-2635	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
REBECCA HOPKINS		1024728W	AQUA UTILITIES FLORIDA, INC.	WS883	08/17/2011	GI-25	T
Date Closed:	09/27/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Pasco	Customer Phone:	(727)-819-0623	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
SHIRLEY M AUSTIN		1025135W	AQUA UTILITIES FLORIDA, INC.	WU174	08/19/2011	GI-29	T
Date Closed:	09/27/2011	Assigned Analyst:	SHONNA MCCRAY	Closed Analyst:	SHONNA MCCRAY		
Service/Billing:	S	Savings:	0.00	How Received:	MAIL	Preliminary Type:	DELAY IN CONNECTION
County:	Marion	Customer Phone:	(352)-361-1660	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
LAURA J BRENNER		1028724W	AQUA UTILITIES FLORIDA, INC.	WS884	09/12/2011		
Date Closed:	/ /	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	OUTAGES
County:	Polk	Customer Phone:	(863)-868-6665	Sent To Company:	Y	Apparent Rule Violation:	N PSA:
DENNIS LEONES		1028984W	AQUA UTILITIES FLORIDA, INC.	WS884	09/12/2011		
Date Closed:	/ /	Assigned Analyst:	VIOLET FARIA	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	E-FORM	Preliminary Type:	OUTAGES
County:	Polk	Customer Phone:	(863)-859-1200	Sent To Company:	Y	Apparent Rule Violation:	N PSA:

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	LINDA GADD	1029135W	AQUA UTILITIES FLORIDA, INC.	WS884	09/13/2011		
	Date Closed: //	Assigned Analyst: SHONNA MCCRAY		Closed Analyst:			
	Service/Billing: S	Savings: 0.00		How Received: E-MAIL	Preliminary Type:OUTAGES		
	County: Polk	Customer Phone:		Sent To Company: Y	Apparent Rule Violation: N	PSA:	
	CLETUS J EWALS	1030334W	AQUA UTILITIES FLORIDA, INC.	WS883	09/20/2011		
	Date Closed: //	Assigned Analyst: SHONNA MCCRAY		Closed Analyst:			
	Service/Billing: B	Savings: 0.00		How Received: PHONE	Preliminary Type:IMPROPER BILLS		
	County: Pasco	Customer Phone: (727)-862-6586		Sent To Company: Y	Apparent Rule Violation: N	PSA:	
	CARL & AURA HUBERMAN	1030387W	AQUA UTILITIES FLORIDA, INC.	WS883	09/20/2011		
	Date Closed: //	Assigned Analyst: VIOLET FARIA		Closed Analyst:			
	Service/Billing: B	Savings: 0.00		How Received: E-FORM	Preliminary Type:IMPROPER BILLS		
	County: Pasco	Customer Phone: (954)-344-8171		Sent To Company: Y	Apparent Rule Violation: N	PSA:	
	PHYLLIS JOHNSON	1030786W	AQUA UTILITIES FLORIDA, INC.	WS884	09/22/2011		
	Date Closed: //	Assigned Analyst: SHONNA MCCRAY		Closed Analyst:			
	Service/Billing: S	Savings: 0.00		How Received: E-FORM	Preliminary Type:REPAIR		
	County: Polk	Customer Phone: (863)-853-9373		Sent To Company: Y	Apparent Rule Violation: N	PSA:	
	PATRICIA LANDSMAN	1032378W	AQUA UTILITIES FLORIDA, INC.	WS881	09/30/2011		
	Date Closed: //	Assigned Analyst: VIOLET FARIA		Closed Analyst:			
	Service/Billing: B	Savings: 0.00		How Received: PHONE	Preliminary Type:IMPROPER BILLS		
	County: Lake	Customer Phone: (352)-516-4093		Sent To Company: Y	Apparent Rule Violation: N	PSA:	
SRC	Total Cases: 79					SRC	Total Savings: 3883.64
	Total Cases: 81						Total Savings: 3883.64

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**Bureau of Consumer Assistance
Listing of Consumer Complaint Close-out Codes**

Description	Close-out code
COURTESY CALL/WARM TRANSFER	GI-02
PAYMENT ARRANGEMENTS	GI-03
HIGH BILL	GI-05
RULES & TARIFFS	GI-08
REPAIR SERVICE	GI-11
OUTAGES (All Industries)	GI-15
WATER QUALITY/PRESSURE	GI-16
IMPROPER BILLING (ADDED 7/03)	GI-25
BILLING WRONG CUSTOMER (ADDED 7/03)	GI-26
IMPROPER DISCONNECT (ADDED 7/03)	GI-28
DELAY IN CONNECTION (ADDED 7/03)	GI-29
QUALITY OF SERVICE (ADDED 7/03)	GI-30
ESTIMATED METER READINGS (ADDED 7/03)	GI-31
PROCESS REVIEW CASE	GI-32
72 hour close outs	GI-72
CITY/COUNTY WAW	NJ-06
NO COMPANY RECORD OF PREVIOUSLY WRITTEN COMPLAINT	WS-03
TARIFFS/RULES NOT ACCESSIBLE	WS-04
SAFETY PROBLEMS	WS-05
OUTAGE/DELAY IN RESTORING SERVICE	WS-06
NO ADVANCED NOTICE OF SCHEDULED OUTAGE	WS-07
METER TEST RESULTS NOT PROVIDED	WS-08
DELAY IN CONNECTING INITIAL SERVICE	WS-09
SERVICE REFUSED	WS-10
NO WRITTEN NOTICE FOR REFUSAL OF SERVICE	WS-11
SERVICE IMPROPERLY DISCONNECTED	WS-12
NOT DISCONNECTED ON REQUEST	WS-13
NOT PROVIDING COMPANY TELEPHONE NUMBERS	WS-14
FAILURE TO RESPOND TO CUSTOMER INQUIRIES	WS-15
RESTORE AREA/INCOMPLETE OUTSIDE WORK	WS-16
FACILITIES NOT PROPERLY MAINTAINED/	WS-17
IMPROPER RATES APPLIED	WB-01
NO CREDIT FOR TIME OUT OF SERVICE	WB-02
METER NOT READ AT REGULAR INTERVALS	WB-03
INACCURATE METER READINGS	WB-04
METER NOT RECORDING WITHIN STANDARDS	WB-05
METER NOT TESTED AS REQUESTED BY CUSTOMER	WB-06
IMPROPER CHARGE FOR FIELD TEST	WB-07
DEPOSIT NOT REFUNDED FOR BENCH TEST	WB-08
REFERRED METER TEST NOT CONDUCTED PROPERLY	WB-09
EXCESSIVE DEPOSIT REQUESTED	WB-10
INTEREST ON DEPOSIT NOT PAID	WB-11
DEPOSIT NOT REFUNDED	WB-12
IMPROPER OR NO DELINQUENT NOTICE	WB-13
INADEQUATE INFORMATION ON BILLS	WB-14
IMPROPER DELINQUENT DATE ON BILLS	WB-15

BILLS NOT MARKED ESTIMATED	WB-16
IMPROPER PRORATION OF BILLS	WB-17
IMPROPER BILLING FOR METER TAMPERING	WB-18
IMPROPER BACKBILLING (SLOW METER)	WB-19
IMPROPER REFUND (FAST METER)	WB-20
EXTENSION OF SERVICE FACILITIES	WB-21
PAYMENT NOT CREDITED ERROR	WB-22
BILLING WRONG CUSTOMER ERROR	WS-23
IMPROPER BILLING OF /RECONNECT/SERVICE CHARGES	WB-24
FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	WS-49
FAILURE TO RESPOND TO COMMISSION INQUIRY IN 15 DAYS	WB-49
Failure to provide res to cust in 15 wd 25-22.032(6)b	WB-50
Failure to respond in 7 wkdy to staff req 25-22.032(6)e	WB-51
Failure to provide res to cust in 15 wd 25-22.032(6)b	WS-50
Failure to respond in 7 wkdy to staff req 25-22.032(6)e	WS-51