



Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010

www.aquautilitiesflorida.com

October 17, 2012

Ms. Ann Cole, Director
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Betty Easley Conference Center, Room 110
Tallahassee, FL 32399-0850

RECEIVED-FPSC
12 OCT 23 AM 9:09
COMMISSION
CLERK

In Re: 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., Docket No. 100330-WS- Monitoring Report- Supplemental Filing

Dear Ms. Cole:

In accordance with Order No. PSC-12-0102-FOF-WS in Docket No. 100330-WS, enclosed is the original and eight (8) of the following supplemental report relative to the Aqua Utilities Florida, Inc. ("AUF") Monitoring Plan for the quarter of June through August 2012:

1. Management Quality Performance Report for August 2012

Please acknowledge receipt of this filing by stamping the extra copy of this letter "filed" and returning the copy to me. There is no need to return the attachments, just a copy of the cover letter. Thank you for your assistance.

Sincerely,

Kimberly A. Joyce, Esq.
Regulatory Counsel and
Manager of Legislative Affairs

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Enclosures

cc: Bruce May, Esq., Holland & Knight
Ralph Jaeger, Esq.
Patti Christensen, Office of Public Counsel
Cecilia Bradley, Esq.

DOCUMENT NUMBER-DATE

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An Aqua America Company

FPSC-COMMISSION CLERK

**QUALITY PERFORMANCE REPORT
FLORIDA CUSTOMERS
August 2012**

Aug-12		Percent	Total Calls
1	Move In or Move Out	22%	1,119
2	Pay by Phone - Speedpay	15%	771
3	Verify Account Balance	11%	559
4	Payment Arrangement	6%	311
5	Customer Account Changes	5%	269
6	Shut-Off Notice	5%	242
7	Restore Service	4%	215
8	Explain Bill	4%	213
9	High Bill Complaint	4%	196
10	Payment Confirmation Number	3%	181
11	Verify Receipt of Payment	2%	127
12	Turn On or Turn Off Service	1%	71
13	No Water	1%	65
14	Service Line Leak	1%	65
15	Leak Adjustment	1%	64
16	Sewer Service Complaint	1%	58
17	Precautionary Boil Water Notice	1%	58
18	Waive Late Fees	1%	44
19	Zip Check Sign up	1%	44
20	Dispute Bill	1%	40
	All Other Calls	9%	490
Total calls		100%	5,204