

Application for increase in water and wastewater rates in Highlands County by
HC Waterworks, Inc.

DOCKET NO. 140158-WS

Name Margaret Fiore
Address 2713 Oak Beach Blvd.
Sebring, FL 33875

RECEIVED - PSC
15 JUN 19 AM 9:23
COMMISSION
CLERK

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
First I want to know why we have not received notice that the water content has improved. Last yr. we received 3 notices about the water not healthy for us, of course a paragraph down it said it was OK... Ha!
Now for the 1st time I get a history graph of water use by the CO. Why Gen is so much high is beyond me. I dont water my lawn & I have not pressure cleaned my house or walks this yr. You can note this is like a hump's peak of months in no order as the real calendar is & how Aqua served it.
Also the meter readings show what they say is actual not the real readings we can

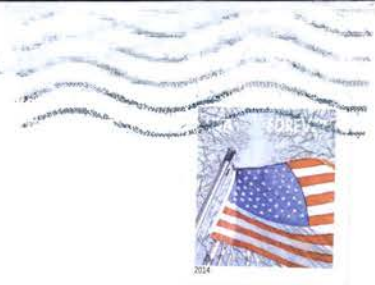
Fold and tape -- see back for address
ck to see if it is actual. Please do it send me a

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

form letter, I'd like a answer to what I have put before you here. P.S. Sorry this is shaky as I get nervous when doing something like this.

Ms. Margaret Fiore
2713 Oak Beach Blvd
Sebring, FL 33875

POST OFFICE
17 JUN 2015 PM 01



Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: AC Waterworks

32399085099



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ofc file



Service To:
MARGARET FIORE
2713 OAK BEACH BLVD
SEBRING, FL 33875-6476
Lot: 17400000 Block:

Account Number
000893631 0636634
 LAKE JOSEPHINE
 1336589 PWSID # FL6280162



Aqua Utilities Florida, Inc.
 762 W. Lancaster Avenue
 Bryn Mawr, PA 19010-3489

Toll Free: **877.987.2782**
 Fax: **866.780.8292**
www.aquaamerica.com

Questions about your water service?... Contact us before the due date.

Bill Date **January 09, 2013** Total Amount Due **\$ 30.47** Current Charges Due Date **January 31, 2013**

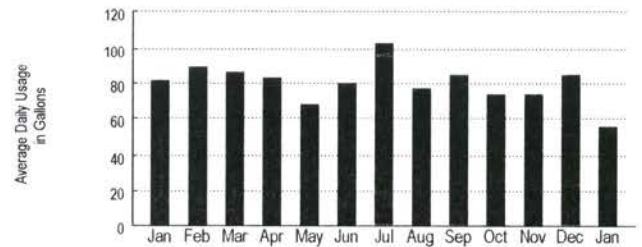
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56575458	5/8	01/02/13	30	Actual	218100	1,700	Gallons
		12/03/12		Actual	216400		
Average Daily Usage = 56 Gallons		Total Days: 30		Total Usage:		1,700	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 36.86
Total Payments Received	36.86
Remaining Balance	0.00
Water Base Facility Charge at Old Rate	8.95
793 gallons @ \$0.00655 per gallon	5.20
Water Charges At Old Rate	14.15
Water Base Facility Charge at Current Rate	10.33
907 gallons @ \$0.00661 per gallon	5.99
Water Charges At Current Rate	16.32
Total Water Charges	30.47
Amount Due	\$ 30.47

Water Usage History



Read Types: Actual Estimated Customer

Message Center (see reverse side for other information)

- Your bill reflects a price index increase recently approved by the Florida Public Service Commission to cover inflationary costs associated with your service.
- For us, being green comes naturally. That's why we're happy to introduce Aqua Online. Now you can enjoy the convenience of paperless billing while helping us take care of the environment. Visit www.aquaamerica.com/aquaonline today to make the switch!
- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the Aqua Notify button at www.aquaamerica.com.

QUESTIONS ABOUT YOUR BILL ?

Toll Free: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

www.aquaamerica.com

If you have a billing question or complaint, call or write to us before the due date on your bill. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment. Our customer service address is listed on the front of the bill. You may also contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges.

Please notify our office immediately upon changes of occupancy, ownership or mailing address, as the customer is responsible for all charges until we are notified. All water passing through the meter will be charged to the customer whether used, wasted or lost by leakage.

If your bill is based on zero usage, there may be a problem with your meter reading equipment. If there is a problem with your meter reading equipment, you will be responsible for the water usage or leakage not reported on this bill. Please call customer service if you have any questions or to have your meter reading equipment serviced

EXPLANATION OF TERMS

Actual (A) Read: Meter reading obtained by a company employee or one of our automatic meter reading systems.

Customer Read: Meter reading obtained from our customer.

Employee Identification: All company employees carry an identification card showing their picture and employee number.

Estimated (E) Bill: When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a new bill by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

Late Charge: A penalty on past due balances.

Meter Reading: We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading through one of our automatic meter reading systems.

Method of Payment: You can pay your bill by any of the following methods:

By mail: Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to us. Aqua Utilities Florida: P.O. Box 1229, Newark, NJ 07101-1229. DO NOT SEND CASH.

By phone: Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number: 866.269.2906. Customers with bank accounts may also pay through their bank. (Call the company or your bank for details)

In Person: Pay in person (with cash or check) at convenient Western Union locations throughout Aqua Utilities Florida's service territory. Payments are credited to your account the same day or the next business day if you make payments on a weekend or holiday. Please call us or visit <https://www.aquaamerica.com/Documents/FL.pdf> to find the Western Union location closest to you.

ZipCheck®: A program in which your payment is automatically deducted from your bank account. You save the cost of postage and using bank checks. Details and applications are available from the company. Please call our Customer Service Department.

Aqua Online: Switch to paperless billing today. Enjoy the convenience of viewing and paying your bill online. Visit us at www.aquaamerica.com/aquaonline to sign up today!

Payment Terms: You should pay your bill on or before the due date.

Return Check Charge: If for any reason your check is returned to us from the bank, we will add a service charge to your account.

Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Utility Tax: A county service tax.

Water Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

HC Waterworks Inc

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer service number: 1-888-228-2134

Account Number 1190812
Bill Date 06/08/2015
Due Date 06/28/2015
Total Amount Due \$31.84

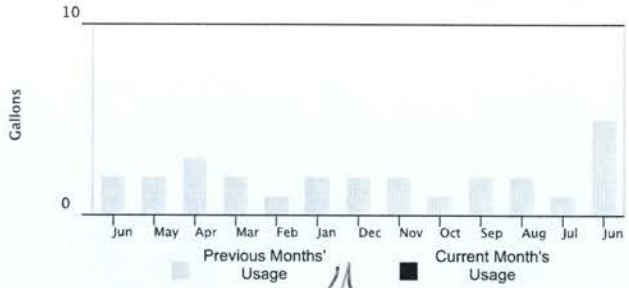
For Service To:
2713 OAK BEACH BLVD

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	04/30/2015	32	278 Actual	278	TGAL
	06/01/2015		280 Actual	280	
	Total Days:	32		Total Usage: 2	TGAL

Billing Detail

Amount Owed From Last Bill	\$31.84
Adjustments	\$0.00
Total Payments Received	\$31.84
Prior Balance	\$0.00
New Charges	
Base Charge.....	\$18.92
Water 2 @ 6.460000.....	\$12.92
Total Water 2 TGAL Charges	\$31.84
Total Current Charges	\$31.84
Total Amount Due 06/28/2015.....	\$31.84

Water Use History



What kind of calendar is this?

Message Center

- The Lake Josephine/Sebring 2014 Water Quality Report will be available on or before July 1st 2015 at: www.mywaterservices.com/lakejosephine2014 The report contains important information about the source and quality of your drinking water. We detected 13 contaminants, none above EPA acceptable level for drinking water. If you prefer a copy mailed to you please call 886 753 8292 or check the box on the back of your payment stub.
- Your statement reflects all payments received and posted through June 1, 2015. Any payments posted after that date will be reflected on your next statement.
- Bills are due when rendered, and delinquent if not paid within 20 days. Please remit by the due date to avoid a \$5.00 late charge.