Aqua Utilities Florida, Inc. (AUF) is a wholly-owned subsidiary of Aqua America, Inc. AUF’s Florida footprint is the result of numerous utility transfers in 2003 and 2004. The utility now provides water and wastewater service to approximately 17,154 water and 6,595 wastewater customers in 85 certificated service areas (58 water and 27 wastewater systems) in 17 counties under Florida Public Service Commission (PSC) jurisdiction.

**Background**
- On September 1, 2010, AUF filed a Proposed Agency Action application for an increase in water and wastewater rates.
- PSC staff conducted nine customer meetings in October-November 2010.
- *The Chuluota systems are not involved in this rate case proceeding.*

**2011 Commission Vote**
- On May 25, 2011, the PSC approved a revenue requirement of $16,044,446.
- Service quality was found marginal.
- A Phase III ongoing monitoring plan was to be established.
- Return on equity of 9.42 percent reflects 25 basis point reduction for marginal quality of service.
- A three-tiered inclining block rate structure was established with usage blocks for monthly consumption of 0 to 6 thousand gallons (kgals), 6.001 to 12 kgals, and all kgals in excess of 12 kgals.

**Protest**
- In July 2011, the Office of Public Counsel (OPC) and a private citizen protested the proposed increase, making it possible by Florida Statute for AUF to demand temporary implementation of its entire rate request. The utility, however, agreed to implement the PSC-proposed rates instead.
- By statute, a protest triggers a full rate case.
- Ten customer service hearings were conducted in August–October 2011. A hearing in Chuluota allowed customers to discuss its monitoring plan results.
- Technical hearings were held in Tallahassee in November–December 2011.
2012 Commission Vote

<table>
<thead>
<tr>
<th>AUF Requested</th>
<th>PSC Approved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service quality is good and substantially improved.</td>
<td>Service quality is marginal. The Commission directed AUF to file quarterly compliance reports with the PSC on improvements to aesthetic water quality, customer notifications for boiled water requirements, compliance with environmental requirements, and certain call center statistics.</td>
</tr>
<tr>
<td>22 percent executive salary increase.</td>
<td>No executive salary increases approved. No cost of living increases for Florida or out-of-state employees.</td>
</tr>
<tr>
<td>4 percent cost of living increase. (Florida)</td>
<td></td>
</tr>
<tr>
<td>2.9 percent cost of living increase (out-of-state)</td>
<td></td>
</tr>
<tr>
<td>$1,584,791 in rate case expense.</td>
<td>$1,409,042 approved, to be paid over four years.</td>
</tr>
<tr>
<td>$17,186,014 revenue requirement for water and wastewater.</td>
<td>$15,871,146 approved revenue requirement for water and wastewater.</td>
</tr>
</tbody>
</table>

Average Bill per Rate Band

Average monthly bill for a residential water customer using 7 kgals follows. No customer will pay more than the approved residential water rate cap threshold amount of $68.30.*

- Rate Band 1: $44.37
- Rate Band 2: $68.30

*Systems included in each water rate band are listed on the following page.

Average monthly bill for a residential wastewater customer using 6 kgals follows. Approved residential wastewater rate cap threshold is $87.53.*

- Rate Band 1: $69.97
- Rate Band 2: $87.53
- Rate Band 3: $134.33 (general service-only customers; threshold not applicable)

*Systems included in each wastewater rate band are listed on the following page.
## Water and Wastewater Rate Bands

**Aqua Utilities Florida, Inc. - Docket No. 100330-WS**  
**Test Year Ending April 30, 2010**  
**Listing of Systems Within Recommended Rate Bands**

**WATER**

**Commission Approved:**

### Rate Band 1

- Prior Rate Band 1
- Jasmine Lakes
- Kings Cove
- Ocala Oaks
- Picciola Island
- Silver Lake Estates/Western Shores
- Tangerine

### Rate Band 2

- Prior Rate Band 2
- Carlton Village
- Fern Terrace
- Grand Terrace
- Lake Gibson Estates
- Piney Woods
- Sunny Hills
- Valencia Terrace

- Capped Band
- Prior Rate Band 3
- 48 Estates
- Gibsonia Estates
- Interlachen Lake/Park Manor
- Lake Osborne Estates
- Orange Hill/Sugar Creek
- Quail Ridge
- Ravenswood
- Venetian Village

- Prior Rate Band 4
- Arredondo Estates/Farms
- Beecher's Point
- East Lake Harris/Friendly Center
- Haines Creek
- Harmony Homes
- Hermits Cove/St. Johns Highlands
- Hobby Hills
- Holiday Haven
- Imperial Mobile Estates
- Jungle Den
- Kingswood
- Lake Josephine/Sebring Lakes
- Lake Suzy
- Leisure Lakes
- Morningview
- Oakwood
- Palm Port
- Palm Terrace
- Palms MHP
- Pomona Park
- River Grove
- Rosalie Oaks
- Silver Lake Oaks
- Skycrest
- Stone Mountain
- Summit Chase
- The Woods
- Tomoka
- Twin Rivers
- Village Water
- Welaka
- Wootens
- Zephyr Shores

### Source:

Staff Recommendation, Dkt. No. 100330-WS (post-hearing), Attachment 1, pp. 238-239.
WASTEWATER

Commission Approved:

**Rate Band 1**

= Prior Rate Band 1  
Kings Cove  
Leisure Lakes  
Summit Chase  
Valencia Terrace

**Rate Band 2**

= Prior Rate Band 2  
Arredondo Farms  
Holiday Haven  
Jasmine Lakes  
Lake Suzy  
Morningview  
Palm Port  
Palm Terrace  
Park Manor  
Silver Lake Oaks  
South Seas  
Sunny Hills  
The Woods  
Venetian Village  
Zephyr Shores

(Capped Band)

+ Prior Rate Band 3  
Beecher's Point  
Jungle Den  
Lake Gibson Estates  
Rosalie Oaks

+ Prior Stand Alone Systems  
Breeze Hill  
Fairways  
Peace River

**Rate Band 3**

= Prior Rate Band 4  
Village Water

General Service-  
Only Wastewater  

FL Central Commerce Park