TO: OFFICE OF COMMISSION CLERK
FLA. PUBLIC SVC. COMMISSION
2540 SHUMARD OAK BLVD TALLAHASSEE, FL

Application for a Rate Increase in

Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06342-07
DISTRIBUTION: ECR, GCL

RECEIVED-FPSC
08 NOV 19 AM 9:06
COMMISSION CLERK

REF DOCKETT # 060368-WS

Name DWIGHT & CAROL WUTKOWSKI

Address 121 CYPRESS DR.

E. PALATKA, FL 32131

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Reference to the above proceeding final hearing date 12-8 thru 11, 2008 in Tallahassee, FL.

Aqua Utilities, FL, Inc. provides water/sewer for the subdivision we live in Palm Port, at East Palatka, Florida. The 48% interim increase and the 74% final rate increase is totally unreasonable and is not in line with what a normal "cost-of-living" increase should be. We would not recommend that your agency approve this rate increase request.

Aqua Utilities charges us a premium rate for their services, but when the power goes off we do not even have a generator at our sub-station to allow us to have water.

We feel Aqua Utilities is motivated by Corporate GREED and has no regard for their customers + the hardship they want to create

Fold and tape – see back for address

(OVER)

THE MAJORITY OF PEOPLE IN PALM PORT ARE RETIRED AND LIVE OFF A FIXED INCOME. THE REQUESTED RAISE IN RATES WOULD CAUSE A FINANCIAL HARDSHIP TO THESE PEOPLE.

PUTNAM COUNTY HAS RECENTLY PROVIDED WATER SERVICE TO ADJACENT NEIGHBORHOODS BUT AS LONG AS AQUA HAS THEIR PLANT WE CANNOT TAKE ADVANTAGE OF THE COUNTY SERVICES. WE FEEL THAT WE ARE HELD CAPTIVE BY AQUA. WE FEEL THAT WE SHOULD BE ALLOWED TO TAKE ADVANTAGE OF THE COUNTY SERVICES IF WE WISH.

AQUA

November 05, 2008 07:30 AM Eastern Time

Aqua America Reports 20 Percent Increase in Net Income for Third Quarter

Dividend to increase by 8 percent

BRYN MAWR, Pa.--(BUSINESS WIRE)--Aqua America, Inc. (NYSE: WTR) today reported net income for the quarter ended September 30, 2008 of $35.4 million compared to $29.5 million in the third quarter of 2007, an increase of 20 percent. Corresponding diluted earnings per share for the quarter were $0.26, compared to $0.22 in the same quarter of 2007 on 1 percent more shares outstanding. Revenue for the quarter was $177.1 million compared to $165.5 million in the same period of 2007, an increase of 7 percent.

The company's Board of Directors has voted to increase the quarterly common stock cash dividend payable December 1, 2008 to shareholders of record on November 17, 2008 by 8 percent to $0.135 per share, an annualized rate of $0.54 per share. This is the tenth consecutive year in which Aqua America has increased its dividend above its stated 5 percent target and the eighteenth dividend increase in 17 years. Aqua has paid a consecutive dividend for more than 60 years.

Aqua America Chairman and CEO Nicholas DeBenedictis said, "This quarter's financial performance is a reflection of the great deal of time and effort that management has spent focused on investing in water quality infrastructure and key rate case awards over the past year. I am pleased that our hard work and dedication to alleviating prior regulatory lag is starting to show in our financial results. The majority of this quarter's revenue growth was due to rate awards granted for previous capital investments and for increased operating expenses, therefore, directly impacting net income. Management expects to see the positive impact on revenue of our rate relief effort continue into 2009."

Investment recovery through rate relief continues to be a major focus of management for 2008 under the company's program to address the previous lack of timely returns on invested capital (regulatory lag), which has affected previous financial results. To date in 2008, the company has received rate awards that are designed to provide $60 million in additional annualized revenue, the majority of which was awarded in recent Pennsylvania and New Jersey rate cases that granted the company nearly $39 million in annualized rate awards beginning in the third quarter. Included in the 2008 rate relief are recent awards in several Illinois divisions, Indiana, and Sarasota, Florida totaling approximately $9 million in annualized revenue. The company currently has pending rate requests seeking approximately $20 million in annualized revenue, predominantly in Florida and North Carolina, that are expected to positively impact 2009.

The company expects to file rate requests seeking more then $70 million in 2009, including cases in Pennsylvania, New Jersey, New York, and Ohio. The timing and extent to which rate increases might be granted by the applicable regulatory agencies will vary by state. Included in these projections are the company's DSIC filings, which allow the company to collect revenue on certain capital investments without having to file full rate cases, helping to limit regulatory lag. Most cases that will be filed in 2009 will not impact revenues until 2010, given that a typical case takes 9 to 12 months to complete. "Looking at the filings that we are projecting in 2009, we anticipate revenue growth through 2010 as we continue investing in necessary capital projects to improve service and reliability for our customers," said DeBenedictis.

During the quarter, operations and maintenance expenses were flat while depreciation and amortization increased 10.8 percent compared to the same period in 2007. Net income for the quarter was positively affected by a gain of $4.1 million for the sale of the company's Woodhaven system, which was offset by $2.5 million of one-time non-cash charges related to the processing of initial rate requests. DeBenedictis added, "Expenses continue to be influenced by year-over-year increases in production costs primarily due to fuel and power price increases, bad debt expense and needed operating expense to support growth."

The following table shows selected operating data for the quarter and nine months ended September 30, 2008 and 2007 (in thousands, except per share data) for Aqua America, Inc. and subsidiaries.

	(Unaudited) Quarter Ended September 30,		(Unaudited) Nine Months Ended September 30,	
	2008	2007	2008	2007
Operating revenues	$177,098	$165,491	$467,132	$453,416
Net income	$ 35,380	$ 29,518	72,253	70,103
Basic net income per common share	$ 0.26	$ 0.22	$ 0.54	$ 0.53
Diluted net income per common share	$ 0.26	$ 0.22	$ 0.54	$ 0.53
Average common shares outstanding:				
Basic	134,932	133,003	134,013	132,675
Diluted	135,279	133,834	134,423	133,527

Aqua America, Inc. and Subsidiaries
Consolidated Statements of Income and Comprehensive Income
(In thousands, except per share amounts)
(Unaudited)

	Quarter Ended September 30,		Nine Months Ended September 30,	
	2008	2007	2008	2007
Operating revenues	$177,098	$165,491	$467,132	$453,416
Cost & expenses:				
Operations and maintenance	66,743	67,069	196,193	190,698
Depreciation	22,809	21,065	64,909	61,657
Amortization	1,815	1,161	4,000	3,603
Taxes other than income taxes	11,157	10,849	34,111	33,596
Total	102,524	100,144	299,213	289,554
Operating income	74,574	65,347	167,919	163,862
Other expense (income):				
Interest expense, net	17,014	17,103	51,207	50,093
Allowance for funds used during construction	(976)	(655)	(3,032)	(2,118)
Gain on sale of other assets	(532)	(260)	(1,085)	(648)
Income before income taxes	59,068	49,159	120,829	116,535
Provision for income taxes	23,688	19,641	48,576	46,432
Net income	$ 35,380	$ 29,518	$ 72,253	$ 70,103
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Other comprehensive income, net of tax:				

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-08
DISTRIBUTION: ECR, GCL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
08 NOV 19 AM 8:51
COMMISSION CLERK

Name Tom and Malissa Dillon
Address 131 Palm Trail
East Palatka FL 32131

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

We object to the unreasonably high rate increase proposed by Aqua Utilities. While we understand costs are rising, they are not rising at the rates proposed. Small increases over time may be needed to maintain facilities but lump-sum increases of 48-74% are unwarranted.

Please consider asking Aqua Utilities for a more reasonable proposal.

Thank you.

Malissa Dillon
Thomas Dillon

Fold and tape -- see back for address

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
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DISTRIBUTION: ECR, CLD

Application for a Rate Increase in
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Aqua Utilities Florida, Inc.

DOCKET NO. 080368-WS

RECEIVED-FPSC
08 NOV 19 AM 8:50
COMMISSION CLERK

Name Wayne and Eleanor Bedsole

Address 111 Magnolia Drive

East Palatka, FL 32131

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CONSUMER COMMENTS

Recently implemented "Interim" rate increases show that this company's net income for the quarter ending Sept. 30, 2008 has already boosted earnings by nearly 20% net.

This is only a small indication of their true goals, as now this "Public Service" company is seeking another increase of 74%.

We can find no sound basis for such an increase(s), so it must be driven by simple greed. In light of the present-day economy, it would seem that any company would be more than content to stay the course with a 20% increase in net profit.

Seeking an additional increase goes beyond bold to ridiculous. So let's draw the line on this inflamatory action.

The Commission, as our representative in these matters, should make a stand against such unethical practices, and we implore you to do so in this matter.

Fold and tape -- see back for address

RECEIVED-FPSC
08 NOV 19 AM 8:42
COMMISSION CLERK

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060369-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ELR, GCL

Name Ben & Helen Tippett
Address 125 Cypress Drive
East Palatka, Fl. 32131

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CONSUMER COMMENTS

Please read the attached. Most of the people that live in this area (Palm Port), are retired and live on a limited income. We cannot afford the increase that Aqua Utilities is asking for.

Fold and tape – see back for address

15 November 2008

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Florida 32339-0850

Ref Dockett No 060368-WS

Dear Sir or Madam:

Reference to above proceeding final hearing dates December 8 – 11, 2008 to be held at the Florida Public Service Commission in Tallahassee, Fl.

Aqua Utilities Florida, Inc is the provider of water and sewage services for the Palm Port subdivision located in East Palatka, Fl. This company has advised our residents that they have applied to the FPC for a rate increase for the services they provide for our subdivision. The previous owners of this utility service Florida Water Services had also made this request a number of times in the past. These increase requests had very little opposition as they were small increases and were expected as a cost of living increase. This increase, as verified by Aquas representative via telephone 11/13/2008, amounts to a 74% increase for the family that uses an average of 2000 gallons per month which is totally beyond our expectations. The interim rate increase amounts to a 48% increase over our existing rate which is unreasonable and I would recommend your agency not approve these increases as requested by Aqua Utilities Florida.

According to Business Wire date 11/05/2008 copies attached, Aqua America, Inc. (NYSE):WTR today reported net income for the quarter ended Sept 30, 2008 an increase of 20% over same quarter in 2007or $0.26 per share earnings compared to $0.22 in the same quarter of 2007. Also the board voted to increase quarterly dividends by 8% to *share holders payable December 1, 2008.*

Aqua America is truly a well managed company increasing earnings year after year, even in the worst economy this country has seen in over 50 years.

This company request this small subdivision pay an increase for the production and treatment of water of 74% and I see this as an inflationary totally motivated by unwarranted greed.

Please review the attached company performance records and deny this increase as requested by Aqua Utilities Florida.

Thank you for your immediate attention to this matter. I remain

Sincerely,

Ben & Helen Tippett
125 Cypress Drive
E. Palatka, Fl. 32131

Aqua Utilities Florida wants an increase of 74% for their water and treatment of which again is excessive and completely unwarranted.

Aug chgs 2000 gals	Interim rates 2000 gals	final rates 2000 gal
Water $19.06	$25.25	$29.52
Sewage $34.03	$53.14	$62.72
Total chg $53.09	$78.39	$92.24
	+48% increase	+74% increase

AQUA

November 05, 2008 07:30 AM Eastern Time

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Dividend to increase by 8 percent

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Aqua Utilities Florida, Inc.

DOCKET NO. 080368-WS

RECEIVED-FPSC
08 NOV 19 AM 8:42
COMMISSION CLERK

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☐ Consumer
DOCUMENT NO. 06329-07
DISTRIBUTION: ECR, GCL

Name ALFRED L - JUDITH K VILLET

Address 139 CYPRESS DRIVE
EAST PALATKA FLORIDA 32131

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

We are DISABLED senior citizens and live totally on Social Security benefits. I - wife Judith (Judy) Villet take care of Alfred as he has had (2) heart attacks and a massive stroke in 2002 leaving him unable to speak except for a word or two and paralyzation of his right side so is unable to care for himself. With Social Security as his only income - he exists - not lives. Moving to Fl. in 2001 & purchasing this house was a dream of his. The water bill here has ALWAYS been excessive but if the new rates are approved he will no longer be able to stay here and has no place else to go. The economy is certainly bad enough without water companies taking what small amount we seniors must live on. Please reject their request to put more money in their pockets at senior citizens trying to survive need badly.

Fold and tape – see back for address

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

11/16/08

RECEIVED-FPSC
08 NOV 19 AM 8:41
COMMISSION CLERK

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-08
DISTRIBUTION: ECR, GCL

Name Wayne Bechtel
Address 131 Cypress Dr
East Palatka, Fla 32131

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

We are Retired - facing possible nursing home for my husband - It is sinful the increases in our water. In 1995 we used twice the water half the money -

Greed has taken over Aqua water. They could care less about all we Retirees in Palm Port -

Surely you can stop this outrageous increas - My current bill is 96.00 - + 5.00 for upkeep before one drop of water used - With housing market can not afford to move or sell -

Please Please stop the increase of Greed.

Thank you for your help -
the Bechtels

Fold and tape – see back for address

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Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
08 NOV 20 AM 9:45
COMMISSION CLERK

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: EC, GCL

Name BRUCE + BRIGITTE YOUNGER

Address 103 ORANGE DR.
EAST PALATKA, FL. 32131

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Ref Docket # 060368-WS

We strongly urge you to turn down these requested increases. Our economy is very weak - not the market to sell our home - On fixed income - We now pay over $44 per month when no water is consumed or sewage used. Please take into consideration these factors. Aqua Utilities profit are up for 2008

Sincerely,
Bruce R. Younger
Brigitte Y Younger

Fold and tape – see back for address

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 080368-WS

November 17, 2008

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-08
DISTRIBUTION: ECR, LGC

RECEIVED-FPSC
08 NOV 20 AM 9:44
COMMISSION CLERK

Name Richard & Marcia Vangunten

Address 119 Cypress Drive

East Palatka, Fl. 32131 Palm Port Subdivision

(386) 328-9268 E-mail van@comcast.net

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I am requesting that you deny the increase in the water rate for Palm Port subdivision located in East Palatka, Fl. by Aqua Utilities Florida. This company has advised the residents that they have applied to the FPC for a rate increase for the services they provide for our subdivision.

Since Aqua Utilties have shown a net profit for the quarter ending Sept.30,2008 an increase of over 20% over the same quarter in 2007 it is apparent that the increase they are requesting is unreasonable.

This company is requesting our subdivision pay an increase for their water service of 74%. I find this unconscionable, as we who live here are held captive to their rates if we wish to have water and survive. It is necessary that you hold them in check and refuse their increase requests.

Fold and tape – see back for address

Application for a Rate Increase in
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Aqua Utilities Florida, Inc.

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DISTRIBUTION: ECR, GCL

RECEIVED-FPSC
08 NOV 20 AM 9:44
COMMISSION CLERK

Name Wyles W. + Sherry Keen
Address 116 ORANGE DRIVE (PALM PORT SUB DIVISION)
East PALATKA FL 32131

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CONSUMER COMMENTS

My husband and I owned Port Buena Vista Mobile Home Park and that has the Same System that Palm Port has and Mobile Homes there only pay $75.00 a month for both Water + Sewer with "NO" meters. It's hard to understand why Aqua Utilities Florida Inc need an increase of this Size. A Increase I understand but 74% that is way out of line. I think the Public Service Com. needs to double check Aqua Utilities for a reason why the increase is so high. Are some of there other Areas Not paying the way Palm Port Pay, so they increase the paying Customer to offset the "NON paying"

Sherry Keen

Fold and tape – see back for address

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Aqua Utilities Florida, Inc.

DOCKET NO. 060369-WS

RECEIVED-FPSC
08 NOV 20 AM 9:43
COMMISSION CLERK

Name John & Jeanette Klatt

Address 118 Orange Dr
E. Palatka FL 32131
H-386-326-6196 E-mail Drop-off@Juno.com

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Aqua Utilities Florida, Inc. (Aqua) has requested a rate increase for the small East Palatka subdivision of Palm Port to recover capital improvement costs. The increase amounts to 74% for a family that uses about 500 gallons of water per week. The monthly cost of water and sewer at a consumption rate of 2,000 gallons will increase from $53.09 to $92.24. In addition, the increase is heavily skewed toward increases in the base rates which tend to discourage water conservation.

According to their latest financial report, Aqua has increased their profit 20% over the same quarter last year and specifically attributes the improved performance to rate increases granted to recover infrastructure improvement costs.

While Aqua should be allowed to recover infrastructure improvement costs, the recovery period should be proportional to the life of the improvement. The requested increase would recover the cost of improvements to the Palm Port system long before the end of the usefull life of the improvement.

The increase should be denied or should be granted at lower base rates and consumption charges that recover only necessary infrastructure costs over the expected life of the improvement.

We also feel their billing procedure should be investigated. We received our bill after the due date. When I called Customer Service she insinuated I was not telling the truth and should be charged the late fee.

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John & Jeanette Klatt

RECEIVED-FPSC
08 NOV 20 AM 9:42
COMMISSION CLERK

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DISTRIBUTION: ECR, LGL

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DOCKET NO. 060369-WS

Name FRANK J. CILEK

Address 109 CYPRESS DR.
EAST PALATKA FL. 32131

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

My water & sewer bill is the most expensive utilitie bill I have now. My wife and I are retired and trying to get by on our social security. My wife got very sick this year and has been in a hospital six times this year. She is now living at a nursing home. We spent all our savings on hospitals and doctors. So this large increase in water will hit us very hard.

Sincerely
Frank J. Cilek

Fold and tape – see back for address

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

060368-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06340-07
DISTRIBUTION: [illegible]

RECEIVED-FPSC
08 NOV 20 AM 9:42
COMMISSION CLERK

Name STANLEY AND MARY Hilton

Address 132 PALM TRAIL
E. PALATKA FLA. 32131

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

THIS IS SHAMEFULL, MOST ALL FOLKS HERE ARE RETIRED. FOR SURE NOT WEALTHY PEOPLE. THE WATER IS TERRIBLE AT. BEST - MOST ALL HAVE HAD TO REPLACE THEIR PIPES AS SOMETHING IN THE WATER EATS UP COPPER PIPES.
I HAVE A VALVE IN MY YARD THAT STICKS OUT OF THE GROUND ABOUT 4" THEY WILL NOT FIX IT. ONE DAY A CAR WILL HIT IT AS IT IS VERY CLOSE TO THE ROAD
WE HAVE NO CHOICE BUT TO USE IT - AS OUR SEWER IS INVOLED.
PUTNAM CO IS PUTTING IN WATER CLOSE TO US SO I THINK THEY ARE TRYING TO GET MORE FROM US. THEN SELL OUT. PLEASE HELP US

Fold and tape -- see back for address

Life Member DAV

Stanley Hilton

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

DISTRIBUTION CENTER
08 NOV 18 AM 8:42

RECEIVED-FPSC
08 NOV 18 AM 9:31
COMMISSION CLERK

FPSC, CLK. - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ECR, GCL

Name BRIAN SPRENGER
Address 105 PALM TRAIL
EAST PALATKA, FL 32131

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

To whom it may concern — 11-16-8

I am writing this letter to let you know that I am in total agreement with the enclosed letter & information that my neighbor here provides. I would just add that I encourage you to review the comments & data from the application for a rate hike last year. Fortunately you denied the 277% increase they requested then. Now they seem to have come back with a proposal that is more "reasonable". Even though it is not as totally outlandish as the past proposal, a 74% increase is still in no way alligned with the reality of the situation. I'm sure you wouldn't mind that sort of increase in your paycheck, but I'm afraid we will have to wait many years to accomplish that (not simply request it).

We support the protections our government offers us here in Florida & appreciate the work you did in reviewing this case last year & regret that we have to write to you so soon again about this matter. We are confident that you will continue to protect our community against these powerful, unscrupulous utility companies.

Fold and tape -- see back for address

Sincerely, Brian Sprenger

15 November 2008

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Florida 32339-0850

Ref Dockett No 060368-WS

Dear Sir or Madam:

Reference to above proceeding final hearing dates December 8 – 11, 2008 to be held at the Florida Public Service Commission in Tallahassee, Fl.

Aqua Utilities Florida, Inc is the provider of water and sewage services for the Palm Port subdivision located in East Palatka, Fl. This company has advised our residents that they have applied to the FPC for a rate increase for the services they provide for our subdivision. The previous owners of this utility service Florida Water Services had also made this request a number of times in the past. These increase requests had very little opposition as they were small increases and were expected as a cost of living increase. This increase, as verified by Aquas representative via telephone 11/13/2008, amounts to a 74% increase for the family that uses an average of 2000 gallons per month which is totally beyond our expectations. The interim rate increase amounts to a 48% increase over our existing rate which is unreasonable and I would recommend your agency not approve these increases as requested by Aqua Utilities Florida.

According to Business Wire date 11/05/2008 copies attached, Aqua America, Inc. (NYSE):WTR today reported net income for the quarter ended Sept 30, 2008 an increase of 20% over same quarter in 2007or $0.26 per share earnings compared to $0.22 in the same quarter of 2007. Also the board voted to increase quarterly dividends by 8% to share holders payable December 1, 2008.

Aqua America is truly a well managed company increasing earnings year after year, even in the worst economy this country has seen in over 50 years.

This company request this small subdivision pay an increase for the production and treatment of water of 74% and I see this as an inflationary totally motivated by unwarranted greed.

Please review the attached company performance records and deny this increase as requested by Aqua Utilities Florida.

Thank you for your immediate attention to this matter. I remain

Sincerely Yours,

H J Hughes
132 Palm Trail
East Palatka, Fl

AQUA

November 05, 2008 07:30 AM Eastern Time

Aqua America Reports 20 Percent Increase in Net Income for Third Quarter

Dividend to increase by 8 percent

BRYN MAWR, Pa.--(BUSINESS WIRE)--Aqua America, Inc. (NYSE: WTR) today reported net income for the quarter ended September 30, 2008 of $35.4 million compared to $29.5 million in the third quarter of 2007, an increase of 20 percent. Corresponding diluted earnings per share for the quarter were $0.26, compared to $0.22 in the same quarter of 2007 on 1 percent more shares outstanding. Revenue for the quarter was $177.1 million compared to $165.5 million in the same period of 2007, an increase of 7 percent.

The company's Board of Directors has voted to increase the quarterly common stock cash dividend payable December 1, 2008 to shareholders of record on November 17, 2008 by 8 percent to $0.135 per share, an annualized rate of $0.54 per share. This is the tenth consecutive year in which Aqua America has increased its dividend above its stated 5 percent target and the eighteenth dividend increase in 17 years. Aqua has paid a consecutive dividend for more than 60 years.

Aqua America Chairman and CEO Nicholas DeBenedictis said, "This quarter's financial performance is a reflection of the great deal of time and effort that management has spent focused on investing in water quality infrastructure and key rate case awards over the past year. I am pleased that our hard work and dedication to alleviating prior regulatory lag is starting to show in our financial results. The majority of this quarter's revenue growth was due to rate awards granted for previous capital investments and for increased operating expenses, therefore, directly impacting net income. Management expects to see the positive impact on revenue of our rate relief effort continue into 2009."

Investment recovery through rate relief continues to be a major focus of management for 2008 under the company's program to address the previous lack of timely returns on invested capital (regulatory lag), which has affected previous financial results. To date in 2008, the company has received rate awards that are designed to provide $60 million in additional annualized revenue, the majority of which was awarded in recent Pennsylvania and New Jersey rate cases that granted the company nearly $39 million in annualized rate awards beginning in the third quarter. Included in the 2008 rate relief are recent awards in several Illinois divisions, Indiana, and Sarasota, Florida totaling approximately $9 million in annualized revenue. The company currently has pending rate requests seeking approximately $20 million in annualized revenue, predominantly in Florida and North Carolina, that are expected to positively impact 2009.

The company expects to file rate requests seeking more then $70 million in 2009, including cases in Pennsylvania, New Jersey, New York, and Ohio. The timing and extent to which rate increases might be granted by the applicable regulatory agencies will vary by state. Included in these projections are the company's DSIC filings, which allow the company to collect revenue on certain capital investments without having to file full rate cases, helping to limit regulatory lag. Most cases that will be filed in 2009 will not impact revenues until 2010, given that a typical case takes 9 to 12 months to complete. "Looking at the filings that we are projecting in 2009, we anticipate revenue growth through 2010 as we continue investing in necessary capital projects to improve service and reliability for our customers," said DeBenedictis.

During the quarter, operations and maintenance expenses were flat while depreciation and amortization increased 10.8 percent compared to the same period in 2007. Net income for the quarter was positively affected by a gain of $4.1 million for the sale of the company's Woodhaven system, which was offset by $2.5 million of one-time non-cash charges related to the processing of initial rate requests. DeBenedictis added, "Expenses continue to be influenced by year-over-year increases in production costs primarily due to fuel and power price increases, bad debt expense and needed operating expense to support growth."

The following table shows selected operating data for the quarter and nine months ended September 30, 2008 and 2007 (in thousands, except per share data) for Aqua America, Inc. and subsidiaries.

	(Unaudited) Quarter Ended September 30, 2008	2007	(Unaudited) Nine Months Ended September 30, 2008	2007
Operating revenues	$177,098	$165,491	$467,132	$453,416
Net income	$ 35,380	$ 29,518	72,253	70,103
Basic net income per common share	$ 0.26	$ 0.22	$ 0.54	$ 0.53
Diluted net income per common share	$ 0.26	$ 0.22	$ 0.54	$ 0.53
Average common shares outstanding:				
Basic	134,932	133,003	134,013	132,675
Diluted	135,279	133,834	134,423	133,527

Aqua America, Inc. and Subsidiaries
Consolidated Statements of Income and Comprehensive Income
(In thousands, except per share amounts)
(Unaudited)

	Quarter Ended September 30, 2008	2007	Nine Months Ended September 30, 2008	2007
Operating revenues	$177,098	$165,491	$467,132	$453,416
Cost & expenses:				
Operations and maintenance	66,743	67,069	196,193	190,698
Depreciation	22,809	21,065	64,909	61,657
Amortization	1,815	1,161	4,000	3,603
Taxes other than income taxes	11,157	10,849	34,111	33,596
Total	102,524	100,144	299,213	289,554
Operating income	74,574	65,347	167,919	163,862
Other expense (income):				
Interest expense, net	17,014	17,103	51,207	50,093
Allowance for funds used during construction	(976)	(655)	(3,032)	(2,118)
Gain on sale of other assets	(532)	(260)	(1,085)	(648)
Income before income taxes	59,068	49,159	120,829	116,535
Provision for income taxes	23,688	19,641	48,576	46,432
Net income	$ 35,380	$ 29,518	$ 72,253	$ 70,103
Net income	$ 35,380	$ 29,518	$ 72,253	$ 70,103
Other comprehensive income, net of tax:				

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

April 27, 2007

Mr. Brian Sprenger
105 Palm Trail
East Palatka, Florida 32121

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Sprenger:

Thank you for your letter dated April 21, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to Aqua's request for a rate increase, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by the company. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Further, pursuant to Rule 25-30.433(1), Florida Administrative Code (F.A.C.), in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

As you see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

11-16-8 I have enclosed this letter I recieved from you last year to let you know that I appreciate your response & your hard work for the people of Florida.

Thank you, Brian Sprenger

Ann Cole

From: Ann Cole
Sent: Monday, April 14, 2008 10:36 AM
To: Bridget Groom
Subject: RE: Unethical Situation

FPSC, CLK - CORRESPONDENCE
__Administrative__Parties✓Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Sure thing. Unless otherwise instructed, this will be filed in *Docket Correspondence - Consumers and their representatives*, in Aqua Docket Nos. 060368-WS and 080121-WS today.

From: Bridget Groom
Sent: Monday, April 14, 2008 10:20 AM
To: Ann Cole
Subject: FW: Unethical Situation
Importance: High

Ann,

Can you place this correspondence in the appropriate Aqua dockets? Thanks.

Bridget

From: Nathan A. Skop
Sent: Friday, April 11, 2008 8:00 PM
To: Bridget Groom
Subject: FW: Unethical Situation
Importance: High

Please request the clerk to place this in the correspondence side of the appropriate Aqua docket(s). Thanks.

Nathan

From: Ron McKay [mailto:rmckay@vertiquest.com]
Sent: Friday, April 11, 2008 3:34 PM
To: REILLY.STEVE; Cecilia Bradley
Cc: Adams, Sandy; Office of Commissioner Argenziano; Office Of Commissioner Edgar; Office of the Chairman; Office of Commissioner McMurrian; Nathan A. Skop
Subject: Unethical Situation

Steve & Cecilia,

I have been disturbed ever since I learned that former PSC employee Troy Rendell (as well as previous FDEP employees) decided to leave the PSC and go to work for Aqua Utilities. To me it seems very unethical for an individual that once worked in a capacity to help regulate and control a utility to now go and work for them. Troy was personally involved with the refund calculation as well as overseeing other recent aspects of this last rate case. To further my point about where Troy's priorities were while with the PSC, he made several references during the most recent April 9, 2008 Informal Conference meeting that gave the appearance of impropriety. Troy stated, "When ***we*** looked at this before," in the context of when ***he*** was on

staff for PSC. The clear message was that since he knew of confidential behind the scenes discussions by PSC staff, he was reminding former colleagues of their collective agreement. This gentleman is now the face of Aqua and dealing with his former colleagues at the PSC as though he has them cornered on a position because it was discussed while he was part of the PSC staff. What is wrong with this picture? Clearly a lot!!

As a citizen of Florida, how can one feel comfortable that he remained unbiased while entertaining a job offer from Aqua Utilities? It is absolutely unethical and outrageous!! Citizens loose confidence in the one entity they are supposed to trust for protection. Yet PSC employees are allowed to go to work for the utility they regulated and use their special insight and institutional knowledge against their former colleagues and customers. This is a clear conflict of interest. I also share the same sentiment when other regulating agency employees are abandoning their authoritative roles to go work for an entity of which they previously regulated. It is very evident that Aqua wants to advance their already over-inflated rate initiative and continue ignoring their utility service obligations and responsibilities. I personally feel that Aqua Utilities will stop at nothing to gain the advantage of winning the next rate case...even if it means luring knowledgeable PSC/FDEP insiders to help them work the system. I have also learned that Aqua is seeking legislation to gain "safe harbor" from lawsuits against water contamination as if they should no longer be responsible for providing a bad product and incompetent service. Does accountability reside with anyone anymore?

Many citizens have commented about the fact that there seemed to be a few PSC employees that have come across as being too "buddy buddy" with Aqua. This has become blatantly obvious during the most recent series of calls as well as responses to citizens by PSC staff members. It seems as no coincidence that several obvious things have taken place that would help minimize or avoid citizen participation in the "all interested parties" conference calls and other scheduled meetings. Now they have a "buddy" they have known for 20 years working with Aqua. You can't tell me that after 20 years of service with the PSC that Troy will not receive any favoritism from his former colleagues. This is of great concern and we feel it is in need of being promptly addressed and rectified.

Well, the purpose of my letter is to ask you about the following Florida State Statute that I stumbled upon. It reads as follows:

> **350.0605 Former commissioners and employees; representation of clients before commission.--**
>
> (1) Any former commissioner of the Public Service Commission is prohibited from appearing before the commission representing any client or any industry regulated by the Public Service Commission for a period of 2 years following termination of service on the commission.
>
> (2) Any former employee of the commission is prohibited from appearing before the commission representing any client regulated by the Public Service Commission on any matter which was pending at the time of termination and in which such former employee had participated.
>
> (3) For a period of 2 years following termination of service on the commission, a former member may not accept employment by or compensation from a business entity which, directly or indirectly, owns or controls a public utility regulated by the commission, from a

public utility regulated by the commission, from a business entity which, directly or indirectly, is an affiliate or subsidiary of a public utility regulated by the commission or is an actual business competitor of a local exchange company or public utility regulated by the commission and is otherwise exempt from regulation by the commission under ss. 364.02 (14) and 366.02(1), or from a business entity or trade association that has been a party to a commission proceeding within the 2 years preceding the member's termination of service on the commission. This subsection applies only to members of the Florida Public Service Commission who are appointed or reappointed after May 10, 1993.

Item # 2 - I note the reference to "any matter which was pending at the time of termination." Docket 060368 is still open as of today. Troy was obviously involved in this case when he took employment with Aqua. Further, although there is a new docket number for the upcoming rate demand, clearly the case will involve the same issues as the prior docket. Troy has asked the PSC to allow Aqua to use engineering reports from the prior case since, in his words, "nothing has changed since those reports were completed." As referenced above, Troy admitted that the PSC staff had looked at the consolidation issue before.

Item # 3 - Unless this is being directed towards commissioners only, what I read is that "a former member may not accept employment" for 2 years after termination.

Can you explain whether there is any enforceability of this statute in this situation? To claim a new docket number suddenly turns this into a "new matter" is form over substance. Who's role is it to enforce the statute? There is no doubt that, while still a PSC employee and fulfilling duties with the #060368 case, he had in the back of his mind some type of offer with Aqua. I personally feel that his employment with Aqua creates a serious and unethical disadvantage for the citizens of Florida. What options do we have? Are there any PSC specific rules regarding employees working for utilities they are involved in regulating? It seems that justice has to reside somewhere. Please, please, please help us find it.

Thank you for your attention and I look forward to your reply.

Best Regards,

Ron McKay
Chuluota, Florida
407-366-6898

--

Office of Commission Clerk Official Filing

Ruth Nettles

060368

From: Ruth McHargue
Sent: Thursday, February 14, 2008 11:59 AM
To: Ruth Nettles
Cc: Kimberley Pena
Subject: FW: My contact

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: OCL, ECR

Please add to Aloha docket,
Thanks,
Ruth
-----Original Message-----
From: Consumer Contact
Sent: Wednesday, February 13, 2008 9:09 AM
To: Ruth McHargue
Subject: FW: My contact

To CLK
-----Original Message-----
From: Webmaster
Sent: Wednesday, February 13, 2008 8:54 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, February 12, 2008 5:43 PM
To: Webmaster
Cc: snoopyone@verizon.net
Subject: My contact

Contact from a Web user

Contact Information:
Name: Robert Wise
Company: retired
Primary Phone: 727-372-9399
Secondary Phone: 727-505-9393
Email: snoopyone@verizon.net

Response requested? Yes
CC Sent? Yes

Comments:
I WOULD LIKE TO KNOW HOW YOU CAN GRANT A RATE INCREASE TO ALOHA UTILITIES NOT BECAUSE THEY DESERVE THE RAISE BECAUSE OF INCREASED COSTS. WE HAVE BEEN SUBJECT TO BELOW STANDARD WATER QUALITY FOR OVER 14 YEARS AND NOBODY IS DOING ANYTHING ABOUT THE WATER QUALITY. WE CANNOT UNDERSTAND HOW YOU CAN WITH A CLEAR CONCIENCE OK A RATE INCREASE WHEN THE WATER QUALITY IS SO LOW. PLEASE RECONSIDER ANY INCREASES UNTIL ALOHA MAKES AN EFFORT TO AT LEAST SELL ACCEPTABLE WATER.

ROBERT WISE

Matilda Sanders

From: Ruth McHargue
Sent: Friday, November 30, 2007 12:34 PM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 11640

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: GCL, ECR

Add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, November 28, 2007 5:19 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 11640

Complaint filed with PSC

RECEIVED-FPSC
07 NOV 30 PM 12:41
COMMISSION CLERK

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Shannon Chambley
Telephone: 407-365-0943
Email: cham2291@bellsouth.net
Address: 580 Yellow Tail Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Shannon Chambley
Account Number:
Address: 580 Yellow Tail Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Dear PSC, I know that you have heard much from the residents of Chuluota regarding Aqua Utilities, the outrageous rates and poor water quality. I just wanted to make sure that you know that our problems still exist. The interim rates have been rolled back, and we have not yet received our refunds/credits. The water quality is still poor and the levels of Trihalomethanes present in our water are still higher than allowed. We were led to believe that this problem was supoosed to be corrected by now, and have heard that somehow Aqua is able to wiggle out of or at least endure reduced fines for non-compliance. Aqua has stated to you that they have invested significant money into the improvement of ours and other systems. It was recently reported to us that this money has been used to improve the sewer system in an effort to be able to sell sewer services to local muncipalities. (An independent report with these findings is due to be presented to the Seminole County Commission tomorrow.) We are bearing the burden of the cost and we are not receiving the benefits. The water pressure is pathetic and the quality is poor. And yet they are in your faces daily or weekly convincing you of their progress and good intentions. We as homeowners do not have that luxury. We are full-time employees and parents and are relying on you as public servants to look out for our interests. Please follow thorough and protect the citizens until the situation is fully corrected.
Sincerely,
Shannon L. Chambley

Matilda Sanders

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: GCL, ECR

RECEIVED-FPSC
07 NOV 30 PM 12: 30
COMMISSION CLERK

From: Ruth McHargue
Sent: Friday, November 30, 2007 12:19 PM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 11569

Add to docket file 060368

-----Original Message-----
From: Consumer Contact
Sent: Wednesday, November 21, 2007 8:22 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 11569

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, November 20, 2007 5:37 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 11569

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Judith Mollo (Mustain)
Telephone: 407-865-0113
Email: Judem1959@aol.com
Address: 900 Emerald Drive Chuluota 32766-8705

BUSINESS INFORMATION

Business Account Name: Judith Mollo (Mustain) Account Number: 0009096520651783
Address: 900 Emerald Drive Chuluota Florida 32766-8705

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Once again I am writing in regard to the poor quality of the water that Aqua Utilities FL Inc., provides the residents of Chuluota. How long must we be forced to pay for water which is contaminated and unfit to drink? We have been purchasing water for consumption for over a year now as the water contaminants are too high and pose a serious health risk. I have asked for the cancer statistics for our area and have yet to receive one bit of information on this matter. How many residents have liver problems which may be attributed to the bad water? Why do we continue to have meeting after meeting with no resolution to the problem? Why do we continue to receive estimated bills with no explanation as to why our meter is not physically read? I have seen an Aqua Utilities truck drive by our home with a device being pointed at our home. Is this the way meter readers work for this company? Someone needs to take ownership of these problems so that solutions can be discussed. Unfortunately, due to ill health I will not be attending the meeting on November 27th, but I do hope that you will take into account our issues.

PSC was contacted previously

Matilda Sanders

From: Ruth McHargue
Sent: Friday, November 30, 2007 11:52 AM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 11623

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: GCL, ECR

RECEIVED-FPSC
07 NOV 30 PM 12:30
COMMISSION CLERK

Add to docket file 060368

-----Original Message-----
From: Consumer Contact
Sent: Wednesday, November 28, 2007 8:17 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 11623

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, November 28, 2007 2:45 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 11623

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Diane Nease
Telephone: 407-366-5321
Email: dnease2569@aol.com
Address: 664 Red Pepper Loop Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Diane Nease
Account Number:
Address: 664 Red Pepper Loop Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I recently recieved a notice from Aqua Utilities stating that once again they are notifing us about the high chemical levels in our water supply. I mentioned my concerns about this cancer causing chemical which is used to purify our water at the Oviedo Hall meeting in July.I asked the gentleman that is a certified chemist at the meeting "if the chemical Aqua is using is cancerous and he said Yes"[read the transcript for the meeting] WHY is this chemical still being used? When will someone with a brain and a heart fix this problem? Has the love for money become so much more important then our families lives to our city and county officials? Are you aware that people in our community are developing cancerous tumors, our pets are dying and our young once healthy women are miscarrying their children? I know this was revealed at the meeting, what is it going to take to correct this? Maybe, God forbid, someone you love would drink this water and get very sick. What about when my family bathes in this water, does it sep in their skin to causes cancer? WE WANT ANSEWERS AND SOLUTIONS, YOU ALREADY HAVE THE FACTS. INSTEAD OF CLAIMING YOU CARE SHOW THE COMMUNITY THAT YOU CARE. GET US THE HELP WE NEED AND STOP AQUA FROM POISONING US.

Matilda Sanders

From: Ruth McHargue
Sent: Monday, November 19, 2007 11:52 AM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 11549

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ECR/GCL

RECEIVED-FPSC
07 NOV 19 PM 12: 24
COMMISSION CLERK

Docket file 060368

-----Original Message-----
From: Consumer Contact
Sent: Monday, November 19, 2007 10:25 AM
To: Ruth McHargue
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 11549

File a complaint or add to the docket?

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, November 18, 2007 3:59 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 11549

Complaint filed with PSC

Select County: HIGHLANDS
CUSTOMER INFORMATION

Name: Kathleen Alviano
Telephone: 863-655-1910
Email: alxmarsam1@embarqmail.com
Address: 5440 Knight Ave. Sebring 33875

BUSINESS INFORMATION

Business Account Name: Kathleen Alviano
Account Number:
Address: 5440 Knight Ave. Sebring Florida 33875

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
I and my neighors have not yet received our "credits to account" on the promised November bill. We have now received a notice that Aqua Utilities have again applied for a rate increase that they were already denied. What gives with this company? We are not the only area in Highlands county that have our water supplied by this company and yet even though others have had an increase in their bills, our neighborhood (living right around the corner) have had astronomical increases. We were promised that the billing would be adjusted to prior rates. Yes my last bill was lower, but not back to prior levels, and we HAVE NOT RECEIVED OUR REBATES/CREDITS!!!!!!!!!!!!!!! This is outrageous and the company should be fined. Many of our neighbors are seniors and on fixed incomes, others with small children. Many of us are considering switching over to our wells and maybe this would put this company out of business and be taken over by a more compassionate owner. They have never given us an accounting of any expenditures to explain even the slightest increase in billing. We are of the opinion that if they did, we would see that their profit margins far exceeds that of their expenses. I have previously written to Governor Crist about this matter and he forwarded our complaints to the PSC. Please help our neighborhood and have them give us our promised rebates/credits and keep them from getting any further increases.

PSC was contacted previously

Matilda Sanders

From: Ruth McHargue
Sent: Monday, November 19, 2007 11:53 AM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 11537

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ECR/GCL

RECEIVED-FPSC
07 NOV 19 PM 12:24
COMMISSION CLERK

Add to docket file 060368

-----Original Message-----
From: Consumer Contact
Sent: Monday, November 19, 2007 10:25 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 11537

Can we add this to the docket?
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, November 17, 2007 10:07 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 11537

Complaint filed with PSC

Select County: HIGHLANDS
CUSTOMER INFORMATION

Name: Gerald & Beryll Hansen
Telephone: 8636996835
Email: jbhans114@comcast.net
Address: 114 Oak Grove Street Lake Placid 33852

BUSINESS INFORMATION

Business Account Name: Gerald Hansen
Account Number: 0008849770628489
Address: 114 Oak Grove Street Lake Placid Florida 33852

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
The decision by Aqua Utilities to withdraw their rate request was welcome news. The cost of our water is approaching the same level as our Progress Energy bill.
It is bad enough we are charged for EVERY GALLON we use beside the base rate. Despite three water filters in our home the water smells bad, tastes terrible and is often dirty as evidenced by residue in the toilet bowl. WE ARE DRINKING THIS WATER, WE ARE BATHING IN THIS WATER, WE ARE WASHING OUR CLOTHING IN THIS WATER.

Why should we bear the cost of Aqua Untilities improvements. They purchased the former company to make money. Prepurchase scrutiny had to reveal an aged, outdated system. Not 10 miles from here water is being pumped from our ground and SOLD, yet the bad water we pay for is so expensive. Something is wrong here.

13 Rosalie Oaks Blvd, Lake Wales, FL 33898
863-696-2230

DISTRIBUTION CENTER
07 NOV 16 AM 7:15

November 13, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ECR, GCL

Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

Re: Docket No. 060368-WS - Aqua Utilities Proposed Increase

Dear Director:

I am enclosing my water bills since December 2006. Ever since Aqua's rate increase was denied and the rates were to go back where they were before, the sewer part is still at least $20 higher each month than it was before. My neighbor, Mr. Jenkins, confirmed that his is higher also by at least $20. I can't figure out why unless we used to have a certain number of gallons included in the sewer base rate that we don't have now. Maybe Aqua feels they can charge extra because we are so glad the rate increase did not go through that surely we won't contest a mere $20 extra. I'm contesting.

Sep '06	$46.52 (10,000	gallons used)	
Dec. 2006	$24.38	June '07 (w/increase)	$142.72
Jan. 2007	$28.03	July '07 (w/increase)	$ 81.93
Feb. 2007 (est.)	$58.66	Aug '07 (w/increase)	$ 60.56
Mar. 2007	$34.71	Sept '07 (w/increase)	$104.72
Apr. 2007	$32.14	Oct '07 (original rate)	$ 58.12
May 2007	$34.05	Nov '07 (original rate)	$ 55.04

We were out of town the month of July (August bill). We used 0 gallons in July. If the rates were supposed to go back to the original, why are they over $20 higher for the months of October and November? I hope they don't come back and say they made a $20 error per month for the last 7 years!

Respectfully,

Nancy A Pearce

Nancy A Pearce

Enclosures (13 bills)

AQUA

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
November 01, 2007	**$ 55.04**	**November 26, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
9015130	5/8	10/15/07	31	Actual	811200	3,500	Gallons
		09/14/07		Actual	807700		

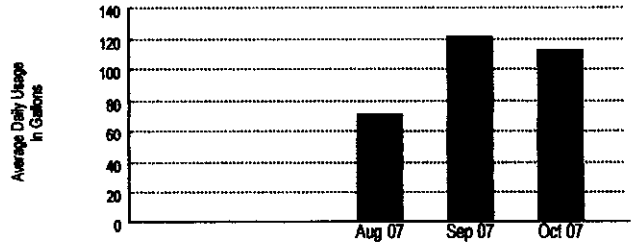
Average Daily Usage = 112 Gallons Total Days: 31 Total Usage: 3,500 Gallons

Billing Detail

Amount Owed from Last Bill	$ 58.12
Total Payments Received	58.12
Balance	**0.00**
Water Base Facility Charge	11.38
3,500 gallons @ $0.00095 per gallon	3.33
Current Water Charges	14.71
Sewer Base Facility Charge	15.51
3,500 gallons @ $0.00667 per gallon	23.35
Current Sewer Charges	38.86
Utility Tax	1.47
Amount Due 11/26/07	**$ 55.04**

pd 11/15

Water Usage History



Read Types: ■ Actual ☐ Estimated ☐ Customer

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

1336562

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3531546 PAP-515-REV 01

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313

Total Amount Due **$ 55.04**
Due Date **November 26, 2007**

Amount Enclosed
$ ☐☐.☐☐

Seq=4125 Cyc=33Pl 1up=498675 PC=BREE BREE

NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES FL 33898-8446

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

000886908063031300000000055049

AQUA

Service Address
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
September 27, 2007	**$ 58.12**	**October 22, 2007**

Meter Data

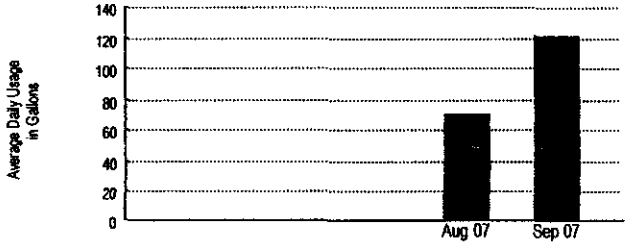
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
9015130	5/8	09/14/07	32	Actual	807700	3,900	Gallons
		08/13/07		Actual	803800		

Average Daily Usage = 121 Gallons Total Days: 32 Total Usage: 3,900 Gallons

Billing Detail

Amount Owed from Last Bill		$ 0.00
Total Payments Received		0.00
Balance		**0.00**
Water Base Facility Charge	11.38	
3,900 gallons @ $0.00095 per gallon	3.71	
Current Water Charges		15.09
Sewer Base Facility Charge	15.51	
3,900 gallons @ $0.00667 per gallon	26.01	
Current Sewer Charges		41.52
Utility Tax		1.51
Amount Due 10/22/07		**$ 58.12**

Water Usage History



Read Types: Actual Estimated Customer

pd

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- *This bill is based on the rates that were in effect prior to April 12, 2007, when the Florida Public Service Commission approved an interim rate* increase. Because the requested rate increase has been withdrawn, you will receive a refund in the form of a credit on your bill for the interim rates you paid, plus interest, by November 30, 2007.

1336562 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL3531546 PAP-515-/ REV 01

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313

Total Amount Due **$ 58.12**
Due Date **October 22, 2007**

Amount Enclosed
$ ___ . __

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

Seq=734 Cyc= 1up=379481 PC=BREE BREE

NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES FL 33898-8446

00088690806303130000000058126

AQUA

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
August 24, 2007	**$ 104.72**	**September 17, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
9015130	5/8	08/13/07	31	Actual	803800	2,200	Gallons
		07/13/07		Actual	801600		

Average Daily Usage = 70 Gallons Total Days: 31 Total Usage: 2,200 Gallons

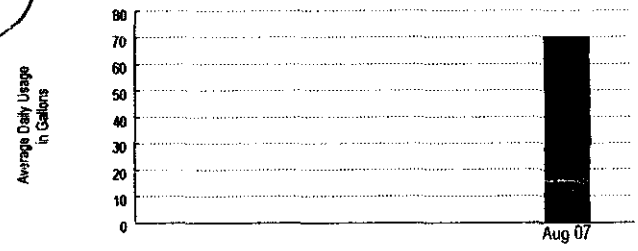
Billing Detail

due 8/10 pd 8/17

Amount Owed from Last Bill	$ 60.56
Total Payments Received	60.56
Balance	**0.00**
Water Base Facility Charge	25.28
2,200 gallons @ $0.00213 per gallon	4.69
Current Water Charges	29.97
Sewer Base Facility Charge	32.75
2,200 gallons @ $0.01409 per gallon	31.00
Current Sewer Charges	63.75
Late Charge	8.00
Utility Tax	3.00
Amount Due 09/17/07	**$ 104.72**

pd 9/10

Water Usage History



Read Types: ■ Actual ☐ Estimated ▩ Customer

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

1336562 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL3531546

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313

Total Amount Due **$ 104.72**
Due Date **September 17, 2007**

Amount Enclosed
$

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=26793 Cyc=33Pt 1up=364541

*****AUTO**MIXED AADC 189 C 81 P 111
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES FL 33898-8446

0008869080630313000000104727

AQUA

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
July 19, 2007	**$ 60.56**	**August 10, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
9015130	5/8	07/13/07	28	Actual	801600	0	Gallons
		06/15/07		Actual	801600		
		Total Days:	28		Total Usage:	0	Gallons

Billing Detail

Amount Owed from Last Bill	$ 81.93
Total Payments Received	- 81.93
Balance	**0.00**
Water Base Facility Charge	25.28
Current Water Charges	25.28
Sewer Base Facility Charge	32.75
Current Sewer Charges	32.75
Utility Tax	2.53
Amount Due 08/10/07	**$ 60.56**

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

1336562

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3531546

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313

Total Amount Due **$ 60.56**
Due Date **August 10, 2007**

Amount Enclosed
$ ☐☐.☐☐

Seq=33524 Cyc=33P1 1up=353523

NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES FL 33898-8446

3 3 8 9 8 8 4 4 6 1 3 3

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

00088690806303130000000060569

AQUA

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due dat

Bill Date	Total Amount Due	Due Date
June 21, 2007	**$ 81.93**	**July 16, 2007**

Meter Data

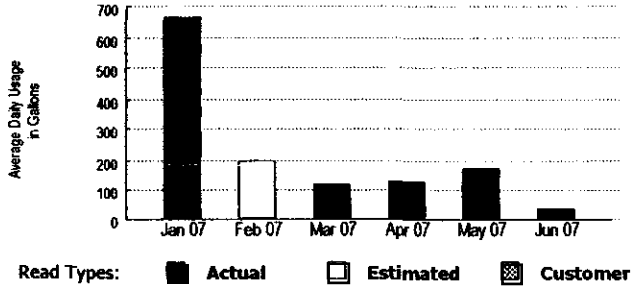
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
9015130	5/8	06/15/07	35	Actual	801600	1,300	Gallor
		05/11/07		Actual	800300		

Average Daily Usage = 37 Gallons Total Days: 35 Total Usage: 1,300 Gallor

Billing Detail

Amount Owed from Last Bill	$ 142.72
Total Payments Received	142.72
Balance	**0.00**
Water Base Facility Charge	25.28
1,300 gallons @ $0.00213 per gallon	2.77
Current Water Charges	28.05
Sewer Base Facility Charge	32.75
1,300 gallons @ $0.01409 per gallon	18.32
Current Sewer Charges	51.07
Utility Tax	2.81
Amount Due 07/16/07	**$ 81.93**

Water Usage History



Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

due 60.56 pd
aug 10

1336562 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL3531546

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313

Total Amount Due **$ 81.93**
Due Date **July 16, 2007**

Amount Enclosed
$ ___ . __

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=21328 Cyc=33PI 1up=343458

***AUTO**ALL FOR AADC 335 C 67 P 108
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES FL 33898-8446

0008869080630313000000081939

AQUA

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 18, 2007	**$ 142.72**	**June 11, 2007**

Meter Data

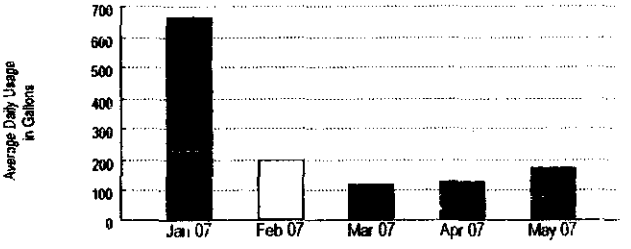
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
9015130	5/8	05/11/07	29	Actual	800300	5,000	Gallons
		04/12/07		Actual	795300		

Average Daily Usage = 172 Gallons Total Days: 29 Total Usage: 5,000 Gallons

Billing Detail

Amount Owed from Last Bill	$ 34.05
Total Payments Received	34.05
Balance	**0.00**
Current Water Charges	35.93
Current Sewer Charges	103.20
Utility Tax	3.59
Amount Due 06/11/07	**$ 142.72**

Water Usage History



Read Types: ■ Actual ☐ Estimated ▩ Customer

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336562 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL3531548

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313

Total Amount Due **$ 142.72**
Due Date **June 11, 2007**

Amount Enclosed
$

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=31523 Cyc=33Pt 1up=333369

***AUTO**ALL FOR AADC 335 C 97 P 131
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES FL 33898-8446

000886908063031300000001427 21

AQUA

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
April 24, 2007	**$ 34.05**	**May 16, 2007**

Meter Data

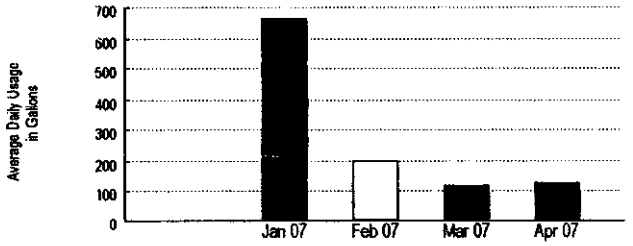
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
9015130	5/8	04/12/07	30	Actual	795300	3,900	Gallons
		03/13/07		Actual	791400		

Average Daily Usage = 130 Gallons Total Days: 30 Total Usage: 3,900 Gallons

Billing Detail

Amount Owed from Last Bill	$ 32.14
Total Payments Received	32.14
Balance	**0.00**
Current Water Charges	15.71
Current Sewer Charges	16.77
Utility Tax	1.57
Amount Due 05/16/07	**$ 34.05**

Water Usage History



Read Types: ■ Actual ☐ Estimated ▩ Customer

Message Center

1336562

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3531546 PAP-515-A REV 01

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313

Total Amount Due **$ 34.05**
Due Date **May 16, 2007**

Amount Enclosed
$ ☐☐.☐☐

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=27052 Cyc=33PI 1up=328122

********AUTO**3-DIGIT 338 C 75 P 98
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES FL 33898-8446

00088690806303130000000034054

AQUA

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
March 16, 2007	**$ 32.14**	**April 09, 2007**

Meter Data

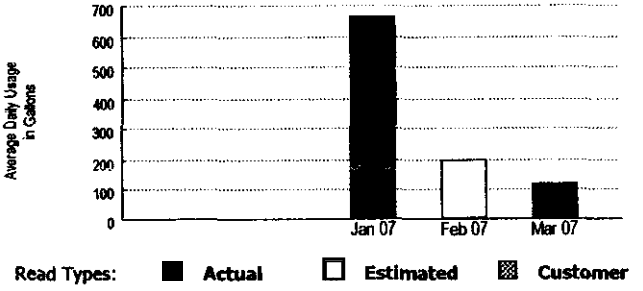
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
9015130	5/8	03/13/07	28	Actual	791400	3,300	Gallons
		02/13/07		Estimated	788100		

Average Daily Usage = 117 Gallons Total Days: 28 Total Usage: 3,300 Gallons

Billing Detail

Amount Owed from Last Bill		$ 34.71
Total Payments Received		34.71
Balance		**0.00**
Water Base Facility Charge	11.38	
3,300 gallons @ $0.00095 per gallon	3.14	
Current Water Charges		14.52
Sewer Base Facility Charge	15.51	
3,300 gallons @ $0.00667 per gallon	0.66	
Current Sewer Charges		16.17
Utility Tax		1.45
Amount Due 04/09/07		**$ 32.14**

Water Usage History



Message Center

1336562

FL3531546

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

PAP-515-A-0
REV 01/07

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313

Total Amount Due **$ 32.14**
Due Date **April 09, 2007**

Amount Enclosed
$ ___ . __

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=19283 Cyc=33PI 1up=319549

***AUTO**ALL FOR AADC 335 C 65 P 96
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES FL 33898-8446

000886908063031300000000032145

AQUA

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
February 15, 2007	**$ 34.71**	**March 09, 2007**

Meter Data

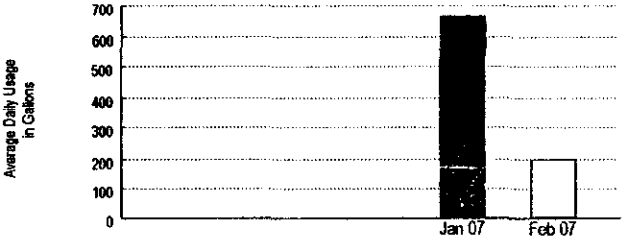
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
9015130	5/8	02/13/07	29	Estimated	788100	5,600	Gallons
		01/15/07		Actual	782500		

Average Daily Usage = 193 Gallons — Total Days: 29 — Total Usage: 5,600 Gallons

Billing Detail

Amount Owed from Last Bill	$ 58.66
Total Payments Received	58.66
Balance	**0.00**
Water Base Facility Charge	11.38
5,000 gallons @ $0.00095 per gallon	4.75
Next 600 gallons @ $0.0012 per gallon	0.72
Current Water Charges	16.85
Sewer Base Facility Charge	15.51
5,600 gallons @ $0.00667 per gallon	0.66
Current Sewer Charges	16.17
Utility Tax	1.69
Amount Due 03/09/07	**$ 34.71**

Water Usage History



Read Types: ■ Actual ☐ Estimated ▩ Customer

pd 2/28/07

Message Center

1336562 FL3531546

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

PAP-515-A-
REV 01/0

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313

Total Amount Due **$ 34.71**
Due Date **March 09, 2007**

Amount Enclosed
$ ☐☐.☐☐

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=23490 Cyc=33PI 1up=311773

***AUTO**ALL FOR AADC 335 C 73 P 98
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES FL 33898-8446

000886908063031300000000034713

A UA

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due da

Bill Date	Total Amount Due	Due Date
January 17, 2007	**$ 58.66**	**February 08, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
9015130	5/8	01/15/07	32	Actual	782500	21,300	Gallo
		12/14/06		Estimated	761200		

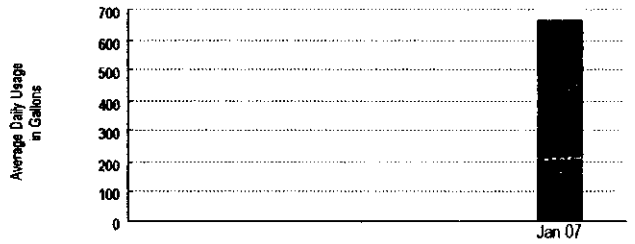
Average Daily Usage = 665 Gallons Total Days: 32 Total Usage: 21,300 Gallo

Pd

Billing Detail

Amount Owed from Last Bill	$ 28.03
Total Payments Received	28.03
Balance	**0.00**
Water Base Facility Charge	11.38
5,000 gallons @ $0.00095 per gallon	4.75
Next 5,000 gallons @ $0.0012 per gallon	6.00
Next 11,300 gallons @ $0.00146 per gallon	16.50
Current Water Charges	38.63
Sewer Base Facility Charge	15.51
21,300 gallons @ $0.00667 per gallon	0.66
Current Sewer Charges	16.17
Utility Tax	3.86
Amount Due 02/08/07	**$ 58.66**

Water Usage History



Read Types: ■ Actual ☐ Estimated ▩ Customer

Message Center

1336562

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313

Total Amount Due **$ 58.66**
Due Date **February 08, 2007**

Amount Enclosed
$ ____.__

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=34152 Cyc=33P1 1up=305933

***AUTO**ALL FOR AADC 335 C 106 P 150
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES FL 33898-8446

000886908063031300000000058661

A UA

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due dat

Bill Date	Total Amount Due	Due Date
December 21, 2006	**$ 28.03**	**January 12, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
9015130	5/8	12/14/06	28	Estimated	761200	0	Gallons
		11/16/06		Estimated	761200		
		Total Days:	28		Total Usage:	0	Gallons

Billing Detail

Amount Owed from Last Bill	$ 24.38
Total Payments Received	24.38
Balance	**0.00**
Water Base Facility Charge	11.38
Current Water Charges	11.38
Sewer Base Facility Charge	15.51
Current Sewer Charges	15.51
Utility Tax	1.14
Amount Due 01/12/07	**$ 28.03**

Message Center

1336562

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313

Total Amount Due **$ 28.03**
Due Date **January 12, 2007**
Amount Enclosed
$

Seq=18080 Cyc=33P1 Tup=301258

*****AUTO**MIXED AADC 189 C 58 P 72
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES FL 33898-8446

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

0008869080630313000000028034

AQUA

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due dat

Bill Date	Total Amount Due	Due Date
December 01, 2006	**$ 24.38**	**December 27, 200(**

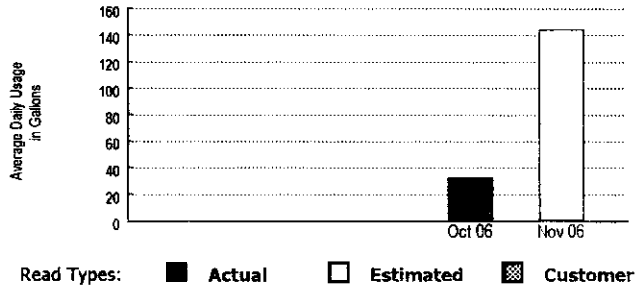
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
9015130	5/8	11/16/06	22	Estimated	761200	3,200	Gallon
		10/25/06		Actual	758000		
Average Daily Usage = 145 Gallons		Total Days:	22		Total Usage:	3,200	Gallon

Billing Detail

Amount Owed from Last Bill		$ 35.74
Total Payments Received		35.74
Balance		**0.00**
Water Base Facility Charge	8.35	
3,200 gallons @ $0.00095 per gallon	3.04	
Current Water Charges		11.39
Sewer Base Facility Charge	11.37	
3,200 gallons @ $0.00667 per gallon	0.48	
Current Sewer Charges		11.85
Utility Tax		1.14
Amount Due 12/27/06		**$ 24.38**

Water Usage History



Message Center

1336562

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
000886908 0630313

Total Amount Due
$ 24.38

Due Date
December 27, 2006

Amount Enclosed
$ ☐☐.☐☐

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=8861 Cyc=33Pl 1up=297609

********AUTO**3-DIGIT 338 C 30 P 49
NANCY A. PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES FL 33898-8446

000886908063031300000000024387

CRYSTAL RIVER UTILITIES, INC.
DBA AQUA UTILITIES FLORIDA INC
PO BOX 1787
NEWARK NJ 07101-1787

ACCOUNT NUMBER	AMOUNT NOW DUE
0034-07-0055-1-5	46.52
DUE DATE	**AMOUNT ENCLOSED**
9/12/06	

DO NOT SEND CASH THROUGH THE MAIL

NANCY A PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES FL 33898-8446

CRYSTAL RIVER UTILITIES, INC.
DBA AQUA UTILITIES FLORIDA INC
PO BOX 1787
NEWARK NJ 07101-1787

PD 9/1

003407005515 000004652

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.
MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

CRYSTAL RIVER UTILITIES, INC.
DBA AQUA UTILITIES FLORIDA INC
PO BOX 1787
NEWARK NJ 07101-1787

NANCY A PEARCE
13 ROSALIE OAKS BLVD
LAKE WALES FL 33898-8446

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0034-07-0055-1-5	13 ROSALIE OAKS BLVD	8/23/06	9/12/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 9015130	R	7/25/06	8/21/06	27	757	747	10

USAGE HISTORY
ONE YEAR AGO
4
LAST MONTH
4
LAST YEAR AVG.
5

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	11.38
WATER USAGE	10.75
SEWER BASE FACILITY CHARGE	15.51
SEWER USAGE	6.67
SURCHARGE	2.21

PAY THIS AMOUNT 46.52

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ECR, GCL

Docket 060368-WS

Ellen Plendl

From: Governor Charlie Crist [Charlie.Crist@eog.myflorida.com]

Sent: Tuesday, September 18, 2007 3:22 PM

To: Bcharger2@aol.com

Subject: RE: Docket No. 060368-WS - Aqua Utilities Proposed Increase

Thank you for contacting Governor Charlie Crist. The Governor appreciates your concerns regarding Aqua Utilities and asked me to respond on his behalf.

As you may know, the agency that regulates public utilities is the Public Service Commission (PSC), which is an arm of the legislative branch of government and therefore, not under the administrative authority of the Governor's office. Within the Public Service Commission, there is a Division of Regulatory Compliance and Consumer Assistance, which I believe may be able to assist you. I have contacted PSC staff, and I am forwarding a copy of your letter to them. Someone in Division Director Dan Hoppe's office will be glad to respond to your inquiry. Meanwhile, if you have questions, please call the Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552, or use the contact information provided below:

RECEIVED-FPSC
07 OCT -4 PM 1:25
COMMISSION CLERK

Florida Public Service Commission

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0850

(850) 413-6100

Thank you again for contacting the Governor's office. For information about the Governor's initiatives and to subscribe to his weekly "Notes from the Capitol" newsletter, please visit our Web site at www.flgov.com.

Sincerely,

Julie A. Jordan

Office of Citizen Services

-----Original Message-----
From: Bcharger2@aol.com [mailto:Bcharger2@aol.com]
Sent: Tuesday, May 15, 2007 12:40 PM
To: Governor Charlie Crist; ag.mccollum@myfloridalegal.com; alexander.jd.web@flsenate.gov; Bowen, Marty; askadam@mail.house.gov; contact@psc.state.fl.us; chairman@psc.state.fl.us; bobenglish@polk-county.net; randywilkinson@polk-county.net; jackmyers@polk-county.net; jeanreed@polk-county.net; samjohnson@polk-county.net
Subject: Docket No. 060368-WS - Aqua Utilities Proposed Increase

Attached, please find letters rejecting Aqua Utilities Rate increase of almost 220%. The residents of Rosalie Oaks Subdivision in Lake Wales, Florida can not afford this kind of increase. We would appreciate your consideration in this matter of not accepting this unreasonable increase.

Thank you in advance

Ken Bessette

11 Rosalie Oaks
Lake Wales, FL 33898

See what's free at AOL.com.

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ECR, GCL

060368-WS

Ellen Plendl

From: Governor Charlie Crist [Charlie.Crist@eog.myflorida.com]

Sent: Tuesday, September 18, 2007 3:52 PM

To: John Portland

Subject: RE: High Utility Bills

Thank you for contacting Governor Charlie Crist. The Governor appreciates your concerns regarding Aqua Utilities and asked me to respond on his behalf.

As you may know, the agency that regulates public utilities is the Public Service Commission (PSC), which is an arm of the legislative branch of government and therefore, not under the administrative authority of the Governor's office. Within the Public Service Commission, there is a Division of Regulatory Compliance and Consumer Assistance, which I believe may be able to assist you. I have contacted PSC staff, and I am forwarding a copy of your letter to them. Someone in Division Director Dan Hoppe's office will be glad to respond to your inquiry. Meanwhile, if you have questions, please call the Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552, or use the contact information provided below:

RECEIVED-FPSC
07 OCT -4 PM 1:25
COMMISSION CLERK

Florida Public Service Commission

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0850

(850) 413-6100

In addition, you may wish to contact the Florida Department of Environmental Protection regarding your quality of water. I forwarded your email to the Florida Department of Environmental Protection for their review. If you want to contact that Department directly, please use the information provided below:

Florida Department of Environmental Protection

3900 Commonwealth Boulevard

Tallahassee, Florida 32399

Telephone: (850) 245-2118

Website: www.dep.state.fl.us

Thank you again for contacting the Governor's office. For information about the Governor's initiatives and to subscribe to his weekly "Notes from the Capitol" newsletter, please visit our Web site at www.flgov.com.

Sincerely,

Julie A. Jordan

Office of Citizen Services

-----Original Message-----

From: John Portland [mailto:jportland@athletics.ucf.edu]
Sent: Thursday, May 17, 2007 9:21 AM
To: Governor Charlie Crist
Subject: High Utility Bills

Governor Crist,
I look forward to your response on an issue in new communities in Chuluota Florida. We are paying over double the average water bills from Aqua Utilities then older Chuluota communities and similar sites in Central Florida. Our high bills will rise nearly $100/month soon to add to the already large amount that we are paying. I feel like we are getting gauged by this company because they have come in and supplied the water. I am writing to you to see if you can help us resolve the issue and make us pay a reasonable cost for our water bills. I don't mind paying more, but this much not right.
Worst part of it all is our water does not meet EPA standards. We are paying the most money in the area and we cannot get water that meets the governments standards.

I have sent letters to Bob Dallari our County Commissioner, Bill Posey, District 24 Senator. Please help.
John

John Portland
Assistant Director, Operations
UCF Athletics Association, Inc.
4000 Central Florida Blvd.
P.O. Box 163555
Orlando, FL 32816-3555
Cell: 407.235.0283
Fax: 407.823.4355
www.UCFathletics.com

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 SEP 21 AM 9: 17
COMMISSION CLERK

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ECR, GCL

Name John A., Ruth E. Brechman

Address 2117 Lake Bass Circle
Lake Worth, FL 33461-6108 Phone 561-585-0090

If you want to [illegible] you feel about this case, you may fill out 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

1- 600% increase is unheard-of for any business to ask.

2- We have not received notice of boil water the last few times of a break in the line system until after the fact

Ruth Bachman
2117 Lake Bass Cir.
Lake Worth, FL 33461-6108

WEST PALM BEACH
FL 334 2 T
19 SEP 2007 PM

USA First-Class

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

323: :+2:72

Fold Here

DISTRIBUTION CENTER
07 SEP 21 AM 7:16

Tape

Fold Here

Matilda Sanders

From: Ruth McHargue
Sent: Thursday, September 20, 2007 4:32 PM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities
Attachments: Aqua - Credit.pdf

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ECR / GCL

RECEIVED-FPSC
07 SEP 21 AM 8:42
COMMISSION CLERK

docket file 060368

From: Consumer Contact
Sent: Thursday, September 20, 2007 3:37 PM
To: Ruth McHargue
Subject: FW: Aqua Utilities

From: ebgreene@netzero.net [mailto:ebgreene@netzero.net]
Sent: Thursday, September 20, 2007 3:25 PM
To: Consumer Contact
Subject: Aqua Utilities

Comissioners,

You recently sent us a letter informing us that Aqua would be refunding our overpayments with interest. The attached is what we received today from Aqua informing us that starting with the November bill, they would be crediting us on our bill for the refund - not sending us a check.

We estimate that we were overcharged aproximately $340. How are they going to credit our bill of $20 (what it used to be)? They're pulling a fast one on us again. Are they not going to bill us for the next year? I doubt it. Please tell Aqua to give us our money back now.

Thank you for your help.

Ernest & Barbara Greene

4547 Sebring Lakes Blvd.

Sebring, FL 33875

Email: ebgreene@netzero.com

Phone: 863-655-6747

September 17, 2007

Dear Customer:

We are writing to notify you that Aqua Utilities Florida, Inc. (Aqua) has withdrawn its petition (Docket No. 060368-WS) for a rate increase with the Florida Public Service Commission. On August, 28, 2007, the Public Service Commission acknowledged Aqua's withdrawal of its request and ordered that the company refund with interest the interim rate increase, which had gone into effect on April 12, 2007.

The schedule below shows your system's previous and interim rates for water service, based on monthly billing. Aqua's customer billing will return to the previous rates, as shown below, effective September 20, 2007, and the refund with interest will appear as a credit by no later than your November bill.

SEBRING LAKES MONTHLY WATER RATES		
Base Facility Charge		
Meter Size	Previous Rates	Interim Rates
5/8 X 3/4 inch	$ 9.68	$ 47.37
3/4 inch	$ 14.51	$ 71.03
1 inch	$ 24.17	$ 118.34
1 1/2 inch	$ 48.34	$ 236.69
2 inch	$ 77.36	$ 378.75
3 inch	$ 154.72	$ 757.49
4 inch	$ 241.75	$ 1,183.61
6 inch	$ 483.50	$ 2,367.17
8 inch	$ -	$ -
10 inch	$ -	$ -
Gallonage Charge (per 1,000 gallons)		
	Previous Rates	Interim Rates
Total consumption	$ 2.19	$ 10.73

Although we are disappointed with the outcome of the rate case, Aqua remains committed to its future in Florida. We plan to continue our commitment to customers through a sustained capital improvement program, which has already invested approximately $22 million to repair and renovate the state's water and wastewater systems since 2003.

Sincerely,

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 080303-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-08
DISTRIBUTION: HCL, ECR

RECEIVED-FPSC
07 SEP 19 AM 10: 4
COMMISSION CLERK

Name: William + Marilyn Davis

Address: 5662 Lk Geneva Dr
Lk Worth, FL 33461-6137

If you wish to receive Public Service Commission follow-how you feel about this case, you may fill out 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

We have owned our home in Lk Osborne Estates since the early 1970's, AND we have never seen such an increase in everything all at once in our lives. We are decent hard working people THAT just want to live a quiet life and enjoy a quiet life style. We do not have an ABOVE ground pool that we maintaine to perfection and use for therapeutic reasons THAT have been working. A rise in our water bill of this proportion in conjunction with the rise in our insurance and all other costs to just live, are making it impossible to keep up with our bills.

THANK you.

Fold and tape – see back for address

DAVIS
5662 LK Geneva Dr
LK Worth FL 33467-6137

FL 334 8 T
17 SEP 2007 PM

USA FIRST-CLASS FOREVER

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

32399+0850-99 C001

Fold Here

Tape

Fold Here

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

RECEIVED-FPSC
07 SEP 18 PM 4:16
COMMISSION CLERK

September 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Nancy Hetherington
7909 Judith Crescent
Port Richey, Florida 34668

Dear Ms. Hetherington:

Thank you for your recent correspondence about Aqua Utilities Florida (Aqua). Chairman Edgar asked that I respond on her behalf. The Commission values customer input. To ensure your letter and signed petition are documented, we have placed both the letter and signed petition on the correspondence side of the docket file.

As you may have heard from your local media, the Florida Public Service Commission (PSC or Commission) recently acknowledged Aqua's Notice of Voluntary Dismissal of its application for an increase in water and wastewater rates. As a result, Aqua must refund all revenues collected under the interim rate increase, with interest. While the total amount of the refund cannot be determined at this time, the potential refund of revenues and interest is approximately $1,054,412. This amount is based on an estimated seven months of revenues being collected from the approved interim rates.

In its decision, the Commission also adopted an agreement filed by Aqua, the Office of Public Counsel, and the Attorney General of the State of Florida whereby the company will voluntarily reduce its rate base by $50,000 for the Commission regulated utility systems. In the agreement, Aqua committed to adhere to Commission rules regarding billing, meter reading intervals, and timely responses to customer complaints. The company will also hold Town Hall meetings in all of its service areas. The Commission believes that Aqua's customers are better served through the adoption of the agreement.

The PSC appreciates the many Aqua customers who provided written comments and testified during the 12 customer service hearings held in 10 counties in Florida during May and June. We are committed to making sure that you receive your water and wastewater services in a safe, affordable, and reliable manner and will be overseeing Aqua's action plan as the company moves forward with its proposed improvements in water quality and customer and billing services.

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 080362-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 6349-08
DISTRIBUTION: ECL, OPC

RECEIVED-FPSC
07 SEP 17 AM 9:20
COMMISSION CLERK

Name M/M Talavera

Address 5156 Lake Osborne Dr
Lakeworth, FLORIDA

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Please do not raise our water bill!
We do our best to conserve our natural resources and feel our water rates are accurate.
Please do not raise our water bill!

Fold and tape – see back for address

USA FIRST-CLASS FOREVER

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

07 SEP 17 AM 7:36

Fold Here

Tape

Fold Here

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: SCI, ECR

RECEIVED-FPSC
07 SEP 14 AM 9:06
COMMISSION CLERK

Name Monica Mondragon
Address 5340 Lake Osborne Dr.
Lake Worth, FL 33461

If you wish to let the Public Service Commission know how you feel about this case, you may fill out 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 Sept. 7, 2007

To whom it may concern,

My family and I moved to Palm Beach County 4 years ago from ~~from~~ New Jersey looking for a better life and a better area in which to raise our children. We love where we live, its our little slice of paradise. However, almost since day one we've been hit [illegible] after another raising their prices. Enough is Enough! How is a middle income family supposed to be able to pay the enormous rate increases on their property taxes, and home owner's insurance policies not to mention the increases now being asked by utility companies like Aqua Utilities. We have to feed our children and send them to school to get an education. No wonder so many are leaving the area. Have a Heart!

Fold and tape – see back for address

Monica Mondragon

WEST PALM BEACH
FL 334 3 L
11 SEP 2007 PM

Roberto Mondragon
5340 Lake Osborne Dr.
Lake Worth, FL 33461-6052

07 SEP 11 AM

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

32399+0850

Fold Here

Tape

Fold Here

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06379-07
DISTRIBUTION: ECR

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 960545-WS

Name GARY + NICOLE JULIANO

Address 1122-LAKE GENEVA DR.
LAKE WORTH, FLA. 33461

RECEIVED-FPSC
07 SEP 13 AM 9:35
COMMISSION CLERK

[illegible] you may fill out this comment form and return it by mail, or send a fax to 1-800-511-8609.
Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Our rates are already very high, along with high taxes and increasing insurance rates, this is sure to be another burden for all homeowners in our community. Probably causing many people to neglect other things around their property (EXTERIOR PAINTING, SHRUBBERY, etc.)
Please take into consideration how this may effect people in the area who are already on a tight budget!!!

Fold and tape — see back for address

Mr. Gary Juliano
1122 Lake Geneva Dr.
Lake Worth, FL 33461-6137

USA FIRST-CLASS FOREVER

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

32399-0850 0001

Fold Here

I SUPPORT VFW

07 SEP 13 AM 7:13

Tape

Fold Here

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

* DOCKET NO. 060368-WS

RECEIVED-FPSC
07 SEP 12 AM 10: 59
COMMISSION CLERK

Name Lawrence & Janis Silver
Address 5356 Lake Osborne Drive
Lake Worth, Florida 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Aqua Utilities has not made any infastructure improvements to our water system since they bought our local utility.

Do not grant this increase!

Fold and tape – see back for address

Matilda Sanders

From: Ruth McHargue
Sent: Wednesday, September 12, 2007 10:48 AM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: 561 588 4146, 1 page(s)

Attachments: FAX.TIF

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO 06349 07
DISTRIBUTION: ECR/GCL

RECEIVED-FPSC
07 SEP 12 AM 10:59
COMMISSION CLERK

Please add to docket file.

From: Consumer Contact
Sent: Wednesday, September 12, 2007 10:45 AM
To: Ruth McHargue
Subject: FW: 561 588 4146, 1 page(s)

To CLK Aqua Utilities Docket 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 561 588 4146, 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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  Received On:       9/12/2007 10:34 AM
  Number of Pages:   1
  From (CSID):       561 588 4146
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:01:01
  Transfer Speed:    21600

  Received Status:   Success
  Number of Errors:  102
  Port Received On:  RockForceOCTO+ Port 6
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FAX.TIF (26 KB)

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 080369-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ECR, WCL

RECEIVED-FPSC
07 SEP 11 AM 9:12
COMMISSION CLERK

Name HAL + Kimberly Hutchins

Address 1427 Tahoe Ct.

Lake Worth, FL. 33461 (Palm Beach County)

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

With Home owners Insurance, Car insurance, Property tax increases, Gasoline price increase, Grocery Bills increasing everyday - Electric Bill increase's and so on - we already are just barely getting by - I can understand a Price increase that is reasonable but a 600% increase is Not Even Close to reasonable.

Please help us to Prevent this kind of increase.

Thank you in Advance.
Mr. + Mrs. Hal Hutchins

Fold and tape – see back for address

Hal & Kimberly Hutchins
1427 Tahoe Ct., Lake Worth, FL 33461

ST PALM BEACH
FL 334 3 L
08 SEP 2007 PM

USA First-Class

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

32399+0850

Fold Here

DISTRIBUTION CENTER
07 SEP 11 AM 7:11

Tape

Fold Here

Matilda Sanders

From: Ruth McHargue
Sent: Monday, September 10, 2007 11:44 AM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: , 1 page(s)

Attachments: FAX.TIF

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ECR / GCL

RECEIVED-FPSC
07 SEP 10 PM 12:23
COMMISSION CLERK

Please add to docket file.
Thanks,
Ruth

From: Consumer Contact
Sent: Monday, September 10, 2007 10:56 AM
To: Ruth McHargue
Subject: FW: , 1 page(s)

To CLK Aqua Utilities docket 060368

From: NET SatisFAXtion
Sent: Monday, September 10, 2007 10:48 AM
To: Consumer Contact
Subject: , 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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  Received On:       9/10/2007 10:46 AM
  Number of Pages:   1
  From (CSID):
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:00:46
  Transfer Speed:    14400

  Received Status:   Success
  Number of Errors:  0
  Port Received On:  RockForceOCTO+ Port 6
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FAX.TIF (19 KB)

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 SEP 10 PM 12:23
COMMISSION CLERK

Name Wayne Thurston
Address 5488 Lake Osborne Dr
Lake Worth, FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

An increase of 600% is unfair for the counties in Florida and equally unfair after the 100% increase you have already approved.

Please do not allow Aqua Utilities Florida, Inc. to raise the rate again

Fold and tape – see back for address

Matilda Sanders

From: Ruth McHargue
Sent: Friday, September 07, 2007 11:21 AM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: 5616403400, 3 page(s)

Attachments: FAX.TIF

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ECR / GCL

RECEIVED-FPSC
07 SEP 10 AM 10: 14
COMMISSION CLERK

Add to docket file

From: Consumer Contact
Sent: Friday, September 07, 2007 11:00 AM
To: Ruth McHargue
Subject: FW: 5616403400, 3 page(s)

To CLK for Aqua Utilities docket 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 5616403400, 3 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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-----------------------------------------
  Received On:        9/07/2007 9:22 AM
  Number of Pages:    3
  From (CSID):        5616403400
  From (ANI):
  Sent to DID:

  Duration of Fax:    0:01:19
  Transfer Speed:     14400

  Received Status:    Success
  Number of Errors:   0
  Port Received On:   RockForceOCTO+ Port 6
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FAX.TIF (68 KB)

Solid Waste Authority of Palm Beach County
7501 North Jog Road
West Palm Beach, Florida 33412
Tel: 561-640-4000
Fax: 561-640-3400
Website: www.swa.org

RECEIVED-FPSC
07 SEP 10 AM 10: 14
COMMISSION
CLERK

To: Florida Public Service Commission

From: Donna Sayles

Subject: From: Ken Berg

Message:

Docket No.: 060368-WS
Lake Osborne Estates

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Lake Osborne Estates

RECEIVED-FPSC
07 SEP 10 AM 10: 14
COMMISSION CLERK

Name Ken Berg

Address 1515 Shirley Ct.

Lake Worth, FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

DENY all Aqua Utilities requests to raise water rates for the citizens of Lake Osborne Estates. Aqua's deficiencies and negligent behavior include:

- Irregular and inaccurate water meter reading
- Subcontracting out meter reading and water service repair work to employees of Lake Worth Utilities
- Lack of - well field, pumps, storage tanks and water treatment infrastructure, these are owned by the City of Lake Worth (Lake Worth Utilities)
- Tiedring Lake Osborne Estates water distribution system as part of a non-existent Aqua Utilities Utilities network.
- Purchasing water from Lake Worth Utilities and reselling it to the citizens of Lake Osborne Estates
- Poor notification of Boil Water Orders.
- Failure to maintain sufficient water pressure in Fire hydrants used for fire fighting purposes

Fold and tape – see back for address

page 2 of 2

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS
Lake Osborne Estates,

Name Ken Berg

Address 1515 Shirley Ct
Lake Worth, Fl 33461

RECEIVED-FPSC
07 SEP 10 AM 10: 14
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

- Failure of Aqua Utilites Customer Service to respond to questions and resolve problems
- Failure to provide financial justification to the citizens of Lake Osborne Estates for rate increases to repair or upgrade out of county water systems
- Failure of all Aqua sub-contractors to have proper Aqua identification and paper work when meter reading, inspections or other Aqua activities are taking place in the neighborhood.
- Buying too many different, regionally isolated water | waste water | water distribution operating systems and charging L.O. Estates residents to repair them
- Trying to establish a consolidated water rate on geographically isolated, non-interconnected, operationally different water utility operating systems.
- Lack of maintenance on Lake Osborne Estates water service lines

Fold and tape -- see back for address

Docket 060362-WS

Ellen Plendl

From: Notes_Control/EOG%EOG@eog.fl.gov on behalf of Charlie.Crist@eog.myflorida.com
Sent: Thursday, August 30, 2007 9:18 AM
To: bferguso@tampabay.rr.com
Subject: In reply to your correspondence

Thank you for contacting Governor Charlie Crist. The Governor appreciates your concerns regarding Aqua Water Company and asked me to respond on his behalf.

As you may know, the agency that regulates public utilities is the Public Service Commission (PSC), which is an arm of the legislative branch of government and therefore, not under the administrative authority of the Governor's office. Within the Public Service Commission, there is a Division of Regulatory Compliance and Consumer Assistance, which I believe may be able to assist you. I have contacted PSC staff, and I am forwarding a copy of your letter to them. Someone in Division Director Dan Hoppe's office will be glad to respond to your inquiry. Meanwhile, if you have questions, please call the Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552, or use the contact information provided below:

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
(850) 413-6100

RECEIVED-FPSC
07 SEP 10 AM 9:19
COMMISSION CLERK

Thank you again for contacting the Governor's office. For information about the Governor's policies and initiatives, please visit our website at www.flgov.com.

Sincerely,

Julie A. Jordan
Office of Citizen Services

To contact us, please do not respond to this email as this address is used for processing only. Instead, please use the contact form found at: http://www.flgov.com/contact_form.

For information about the Governor's initiatives, please visit our website at: http://www.flgov.com/.

INTERNET CONTACT RECEIVED BY THE EXECUTIVE OFFICE OF THE GOVERNOR ON 08/21/2007 08:48:22 AM

Robert Ferguson
215 Bluebird Avenue
Lakeland, FL 33809
(863) 816-7861
bferguso@tampabay.rr.com

Name/Firm/Company: Public Service Commission Subject/Category: Utilities

Questions/Comments:

Wondering why my water bill with Aqua is now as high as my electric bill with Lakeland Electric? Someone up your way has given Aqua Water Company permission to raise their rates almost 50%, seems kind of unfair when you consider Aqua had over $16,000,000 in profits last quarter!

Regards,
Robert Ferguson

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ECR, OCL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc

DOCKET NO. 060368-WS

FPSC-CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ECR, GCL

RECEIVED-FPSC
07 SEP -7 AM 9:31
COMMISSION CLERK

Name Brian and Nila Bent

Address 1608 High Ridge Rd.
Lake Worth FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Dear Esteemed Commissioners,

I thank you in advance for reviewing this letter. The proposed 600% increase in our water bill is absolutely indecent. We have no choice where we get our water and for Aqua Utilities to propose that kind of an increase is tantamount to holding a switchblade to our throats. Which brings me to some questions I have been mulling over for some time: 1) Who is operating this Aqua Utilities Florida, Inc when the city of Lake Worth has its own water plant? 2) Why are we sending our payments to a P.O. Box in Newark, NJ? 3) Why, when there is a problem is customer service incapable of providing...uh...service?

Within the past year there was a main line break that required a boil water notice. My husband knew about the break because he saw the workmen earlier in the day. I called the company's 800 number to get the status on the boil water order. The operator new nothing about it and I was told to watch my local TV news station. It did not appear in the news for 2 days. My husband, who works at a water utility in Palm Beach Gardens, called not only to see why there was a delay in notification but also to find out why they where using a vac truck (used for sewage lines) to suck water out from a fresh water main line break. Needless to say no one returned his call. To my knowledge neither did they return the calls from our Civic Association.

Whatever happened to small increases over a period of time? People who are scrambling for extra money to pay for homeowner's insurance, property taxes, gasoline, and now milk for their children are being asked to pay an outrageous 600% more for a natural resource from a ghost of a company that provides dismal service. May I humbly remind you that a $25.00 bill would increase to $150.00 if Aqua Utilities gets their way. Many of these homes are on a well for irrigation. The unjustified increase would only be for normal everyday water uses. And they would certainly not be providing any added services to justify such an increase. Please put an end to some of the ongoing financial chaos wreaking havoc on the middle class. Thank you in advance for your consideration.

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Sincerely,

Nila Bent

Nila Bent
1608 High Ridge Rd
Lake Worth, FL 33461

WEST PALM BEACH
FL 334 3 T
05 SEP 2007 PM

USA FIRST CLASS FOREVER

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

323::+2:72""""""

Fold Here

Tape

Fold Here

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc

DOCKET NO. 060368-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ECR/GCL

RECEIVED-FPSC
07 SEP -7 AM 9:28
COMMISSION CLERK

Name GARY & NICOLE JULIANO

Address 1122-LAKE GENEVA DR.
LAKE WORTH, FLA. 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Our rates are already very high along with high taxes and increasing insurance rates, this is sure to be another burden for all homeowners in our community. Probally causing many people to neglect other things around their property (EXTERRIOR PAINTING, SHRUBBERY ECT.)

Please take into consideration how this may effect people in the area who are already on a tight budget!!!

Fold and tape – see back for address

Matilda Sanders

From:	**Ruth McHargue**
Sent:	**Friday, September 07, 2007 9:27 AM**
To:	**Matilda Sanders**
Cc:	**Cheryl Bulecza-Banks**
Subject:	**FW: 5615408844, 1 page(s)**
Attachments:	**FAX.TIF**

RECEIVED-FPSC
07 SEP -7 AM 9:28
COMMISSION
CLERK

Add to docket file

From:	Consumer Contact
Sent:	Friday, September 07, 2007 8:10 AM
To:	Ruth McHargue
Subject:	FW: 5615408844, 1 page(s)

To CLK Aqua Utilities docket 060368

From:	NET SatisFAXtion
Sent:	None
To:	Consumer Contact
Subject:	5615408844, 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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  Received On:       9/06/2007 5:19 PM
  Number of Pages:   1
  From (CSID):       5615408844
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:01:24
  Transfer Speed:    26400

  Received Status:   Success
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  Port Received On:  RockForceOCTO+ Port 6
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FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
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07 AUG 35 AM 9:03

Sebring Lakes Development
Sebring, Florida 33875

August 29, 2007

RECEIVED-FPSC
07 SEP -4 AM 10:28
COMMISSION CLERK

Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Gentlemen:

As a resident of Sebring Lakes Development, I am asking that the Public Service Commission deny the extreme rate increase being considered for Aqua Utilities Florida. Our base rate for water service has gone from $9.68 per month and $2.19 per thousand gallons to an interim rate higher than any other in the entire system Aqua serves, at $47.37 base rate and $10.73 per thousand gallons. This is a 534% increase in base rate and 333% increase in gallon charge.

The Requested Final rate for Sebring Lakes is higher than any in Lake, Marion, Alachua, Polk, Orange, Palm Beach, or Pasco Counties! Please refer to pages #5 and #6 of the PSC Special Report. We are a community of retired people, as well as some raising young families. Having such a huge increase in the cost of our water places a hardship on all of us.

We understand that the PSC is charged with making sure that Florida consumers receive their electric, natural gas, telephone, water and wastewater services in a safe, affordable, and reliable manner, and are asking that you consider this request from Aqua Utilities in that light. It is unbelievable that a 534% interim increase and a 303% final increase could be considered reasonable or affordable. We request relief from being singled out for the highest rates in the state.

Thank you for your consideration. We trust you to decide this issue by approving only a reasonable, equitable rate increase for this company.

Sincerely,

Hugh Van Burn
Name

5518 Knight Ave
Sebring, FL 33875
Address

863-446-2153
Phone #
863-446-2376

Dave Campbell
5518 Knight Ave
Sebring FL 33875
863 446 2153

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ECR, LCL

RECEIVED-FPSC
07 SEP -4 AM 10: 21
COMMISSION CLERK

Name Jeanne L. Wheelihan

Address 1405 Crest Dr.
Lake Worth, FL 33461-6603

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

To Whom It May Concern;

Please do not allow Aqua Utilities Florida, Inc. to increase the percentage rate they are asking the residents of Lake Osborne to pay. I only use their water for in house personal use. I do not have a lawn sprinkler system nor do I water my lawn. The Company hasn't had to put out monies to improve the physical equipment that is needed to bring water to our homes. I have live in my home since 1955 and I still have the original water meter. I have not changed the amount of water I have used monthly yet my water bill has doubled since Aqua Utilities bought the Water Company. Thank You for your Concern in this matter!

Jeanne Wheelihan

Fold and tape — see back for address

Jeanne G. Wheelihan
1405 Crest Dr
Lake Worth, FL 33461

WEST PALM BEACH
FL 334 5 L
01 SEP 2007 PM

USA FIRST-CLASS DELIVERY

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

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Fold Here

Jeanne G. Wheelihan
1405 Crest Dr
Lake Worth, FL 33461

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO.
DISTRIBUTION: ECR, GCL

RECEIVED-FPSC
07 SEP -4 AM 10:20
COMMISSION CLERK

Name Peggy W. Bradshaw

Address 1708 Katherine Court (Lake Osborne Estates)
Lake Worth, Fl. 33461-6107

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I have been living at the above address since 1964. I do not understand why Lake Worth utilities reads our meters, sends the reading to Aqua in Pa, they bill us. Why is LW a middle man? I called Aqua to find out why the 600% increase? I was told the Company had bought out LW utilities, they were having to replace many feet of pipe, amounting to a million dollars. This was a lie. LW still is providing and will continue to do it. I live alone, a widow, my bill was running 12.00-13.00 dollars. In June it was $31.07. - July (after I called about the lie - it was $19.65. Aug $13.74. I have no idea why it has returned to earlier readings. I expect each month to be over $30.00 again. Could Lake Worth buy out Aqua utilities for Lake Worth customers, so we could be billed directly by Lake Worth, the way it should be. I would still like to have the answer as to "why it is the way it is now?", ~~Why~~ haven't had LW all along?

Fold and tape – see back for address

Peggy W. Bradshaw
1708 Katherine Ct.
Lakeworth, FL 33461

WEST PALM BEACH
FL 334 3 T
31 AUG 2007 PM

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

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ECR, GCL

RECEIVED-FPSC
07 AUG 31 AM 11:36
COMMISSION CLERK

Name DENNIS MHYRE

Address 1810 CREST DR.
LAKE WORTH, FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

AS A CONSUMER AND HOME OWNER
I DO NOT NEED TO PAY A HIGHER
WATER BILL, SINCE THE COST OF OWNING
A HOME INSURANCE, TAXES ETC. ARE
ALREADY A PROBLEM FOR ANYONE LIVING
ON A FIXED INCOME.
THERE SHOULD NOT BE AN INCREASE
IN MY WATER BILL

Dennis Mhyre
8/27/07

Fold and tape – see back for address

Mr. Dennis D Mhyre
1810 Crest Dr.
Lake Worth, FL 33461-6105

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2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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07 AUG 31 AM 7:07

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 30 AM 10:54
COMMISSION CLERK

Name Matt Lehto

Address 1415 Shirley Ct.
Lakeworth Fl. 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: BCR, GCL

CONSUMER COMMENTS

Aqua utilities Has not been good customer service. I call & sit on Hold Just to be told that there is nothing that the person I speak with can do to Help. So How Do you get answers From A company that Just wants your money. they Have promised me a new meter multiple times. And I get nothing but A larger bill. I Donot mind Paying For services Renders. I Just Don't see what service they Are supplying to our comunity. Please Help Find A Solution to this Highway robery! nobody I Know gets A 600 Percent raise In Pay regardles of what they Do!

Fold and tape – see back for address

Matthew Lehto
3530 Sapphire Rd.
Lantana FL 33462

WEST PALM BEACH
FL 334 4 T
28 AUG 2007 PM

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

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SCANNED

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 080503-WS

RECEIVED-FPSC
07 AUG 30 AM 10:53
COMMISSION CLERK

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06249-07
DISTRIBUTION: ECR, GCL

Name ALFRED KARL BINNER

Address 1507 CREST DRIVE

LAKE WORTH, FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

AUGUST 27, 2007 CONSUMER COMMENTS

LADIES + GENTLEMEN

AFTER THREE OR FOUR LETTERS (SINCE JANUARY '07) REGARDING BILLING FROM AQUA UTILITIES FLORIDA, INC., I FINALLY RECEIVED A PHONECALL + SET UP A TIME FOR ME TO SEE THE METER READER ON JUNE 25. THE DATE CAME + WENT AND I WAITED THE ENTIRE TIME, NO SHOW, NO CALL, NO EXPLAINATION. SINCE I HAVE WRITTEN LETTERS TO (BILLING OFFICE NEWARK, NJ AND OPERATIONS BRYN MAWR, PA) REGARDING THE FACT THAT I HAVE TURNED-OFF MY IRRIGATION (SEPERATE METER) AND SHOULD NOT BE BILLED AN ESTIMATED AMOUNT. THIS, AGAIN HAS HAD NO RESPONSE. I AM TRYING TO CONSERVE WATER! POOR SERVICE, NO ATTEMPT TO EXPLAIN AND UNREASONABLY HIGH (ESTIMATED) BILLS LEADS ME TO THINK THESE PEOPLE ARE NOT INTERESTED IN PEOPLE — ONLY $$$. PLEASE HELP US!

SINCERELY
Alfred Karl Binner

Fold and tape – see back for address

ALFRED BINNER
1507 CREST DRIVE
LAKE WORTH, FL 33461

WEST PALM BEACH
FL 334 5 L
28 AUG 2007 PM

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Tallahassee, Florida 32399-0850

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SCANNED

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 30 AM 10:52
COMMISSION CLERK

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ECR, GCL

Name Jacqueline M Davis

Address 5980 Lake Osborne Dr.
Lake Worth, Fl 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Gentlemen:
I am stunned by the size of the request for rate increase. 600% is a staggering figure and one that I question. This seems to be an exploitation of their position. Please do not approve this outrage.

Thank you

Jacqueline Davis

Fold and tape – see back for address

Ms Jacqueline Davis
5980 Lake Osborne Dr.
Lake Worth, FL 33461-6173

FL 334
23 AUG 2007

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

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 960545-WS

RECEIVED-FPSC
01 AUG 30 AM 10:51
COMMISSION CLERK

FPSC-BUREAU OF RECORDS
☐ Administrative ☐ Parties ☐ Consumer
DOCUMENT NO. 06249-01
DISTRIBUTION: ECR, OPC

Name: MAUREEN CARL

Address: 1453 CREST DRIVE (LAKE OSBORNE EST.)

LAKE WORTH, FL 33461

If you want the Public Service Commission know how you feel about this case, you must complete this comment form and return it by mail, or send a fax to 1-800-511-0809. Your correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

As I stated at the meeting a four months back (Lyceum Library) Apart from the fact that 600% is unheard of - totally unreasonable - plain I hope, unacceptable - it's the worst possible time to put any increase in rates as most of us are still reeling from [illegible] in house insurance rates - FLORIDA is in crisis & this 600% raise would only add more stress & strain to an already shaky situation. And I've yet to [illegible] understand the reasons that makes them think that it's credible. There just aren't enough justifiable reasons for this!

Mrs. Maureen Carl

P.S. I'm probably the most conservationist, if I leave out a cup - it goes in a pan under the sink, my soapy water goes into toilet flushing, any other goes on grass. Another ten ways but - I'm out of space

Fold and tape – see back for address

Maureen Carl
1453 Crest Dr
Lake Worth, FL 33461

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

32399+0850-99 C001

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO.
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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 30 AM 10: 50
COMMISSION CLERK

Name Mrs Sylvia D. Graham

Address 2111 Lake Bass Circle
Lake Worth, FL 33461-6108

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

The Lake Osborne Estates water system is in good shape. I think it most unfair to tax us 600% to fix a another state's system. I am a widow and it is hard enough to live here in Palm Beach County and make ends meet. But this is my house which I have lived in for forty years. I have no place to go. Be sensible about this proposed raise. I'm sure I speak for all my neighbors. No 600% raise in my water bill.

Fold and tape – see back for address

Ms. Sylvia Graham
2111 Lake Bass Cir
Lake Worth FL 33461-6108

FL 334
28 AUG 2007 PM 1 T

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32399+0850-99 C001

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO.
DISTRIBUTION: ECR, OCL

Name Mr & Mrs Silvio Melo

Address 13497 Temple St.
Sebring Lakes
Sebring FL 33875

RECEIVED-FPSC
07 AUG 29 AM 9:42
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

How is anyone expected to pay this kind of increase? We moved to Temple St in January of this year from Prince Ave (about 300 steps away) our highest bill there was $24.00. How can anyone afford an increase of one hundred dollars? Most people in our neighborhood said they will go back to using their wells, an this point we don't have that option. The water we are paying for is nasty, everyone is telling us it's not even safe. We don't drink it. What can we do?? I am contacting the Governor and send a video tape of our nasty/dirty water. Thank you.

Fold and tape -- see back for address

Melo
13497 Temple St.
Sebring FL 33875

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

Fold Here

DISTRIBUTION CENTER

Tape

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Matilda Sanders

From: Matilda Sanders
Sent: Wednesday, August 29, 2007 7:56 AM
To: Cheryl Bulecza-Banks
Cc: Mary Macko; Marshall Willis
Subject: RE: Aqua Meeting & Questions

FPSC, CLK - CORRESPONDENCE
Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

RECEIVED-FPSC
07 AUG 29 AM 7:57
COMMISSION CLERK

060368-WS

Yes, I'll place in correspondence in this docket file.

From: Cheryl Bulecza-Banks
Sent: Wednesday, August 29, 2007 7:52 AM
To: Matilda Sanders
Cc: Mary Macko; Marshall Willis
Subject: Aqua Meeting & Questions

Hi Matilda,

Would you please place this correspondence in the docket file? Thanks, Cheryl

---

From: Cheryl Bulecza-Banks
Sent: Friday, August 24, 2007 1:19 PM
To: 'rmckay@vertiquest.com'
Cc: Marshall Willis; Rosanne Gervasi; Troy Rendell; 'Sullivan, Kelly (ORL) Legal'
Subject: RE: Aqua Meeting & Questions

Mr. McKay:

You assumed correctly. The credits listed are to compensate the customers for the meters running fast. Marshall Willis is working on the issue regarding new meter installation.

Sincerely,

Cheryl Bulecza-Banks

From: Ron McKay [mailto:rmckay@vertiquest.com]
Sent: Friday, August 24, 2007 12:07 PM
To: Cheryl Bulecza-Banks
Cc: Sullivan, Kelly (ORL) Legal; Marshall Willis; Rosanne Gervasi; Troy Rendell
Subject: Re: Aqua Meeting & Questions

Thank you Cheryl. The information is very helpful. I am assuming that the credits are for the meter inaccuracies and not for the 70 gallon new meter difference correct?

Ron McKay

Cheryl Bulecza-Banks wrote:

Good Morning Mr. McKay,

Below you will find responses to the questions you asked:

1. The conference call was neither transcribed or recorded so neither a transcript or tape will not available.

2. I have some meter test results. There still are meters at Mars in the process of being tested. (I requested a second batch of meters to be tested at a later date.) With respect to the testing of Chuluota meters, the results show that several of the meters were running slightly fast. Per Commission Rule 25-30.262, meters must register within specified limits. The limits are specified for three different rates of flow. I have attached the rule to this e-mail for your convenience. Customer whose meters were found to be running fast will be (or have already been) issued a credit on their bill against the past 12 months of usage. Only one meter was found to be significantly fast, testing between 108% (at the low rate) to 118% (at the intermediate rate.) Customer Dean Suris will be receiving a credit for $338.76. Customers whose meters were found to be running slow will not be charged additional assessments.

Here are the customers receiving credits:

Steve Kane		$ 0.12
Carol Wells		$ 0.36
Loniel Santiago	$ 4.78	
Ann Gladstone	$ 1.30	
Whitney Epperson		$ 3.44
Jim Grotkopf	$ 2.68	
Dean Suris		$338.76
Robin Beal		$ 19.65
Bruce Fontaine	$ 13.74	
Melissa Davis	$ 2.18	

3. This question will be responded to by my supervisor, Marshall Willis, as he has been working on this issue.

4. Our legal staff has provided the following response:

The Commission is currently scheduled to rule on the Motion to Dismiss at its August 28 agenda conference. However, the Commission has the authority to defer any scheduled ruling to another date. Items that are deferred are generally announced at the beginning of the Agenda Conference.

I hope you found the above information helpful.

Sincerely,

Cheryl Bulecza-Banks

-----Original Message-----
From: Ron McKay [mailto:rmckay@vertiquest.com]
Sent: Thursday, August 23, 2007 11:01 AM
To: Cheryl Bulecza-Banks

Cc: Sullivan, Kelly (ORL) Legal; Kelly Sullivan
Subject: Aqua Meeting & Questions

Hi Cheryl,

First I would like to thank you and the PSC staff for all of the hard work everyone has been doing. This Aqua rate case has certainly been very good educational process for me and many others from our community. I have made attempts, with every opportunity I can get, to stay current with the information that is published on the PSC website.
I must say that I have a whole new level of appreciation for the volume of work that seems to pass through your department. I honestly don't know how the PSC manages to keep up with everything. I am sure this rate case has been very taxing on the PSC and State legal personnel. You guys have done a fantastic job on laying out the facts as they are.

I found yesterday's call with Aqua to be interesting. Mainly as to why Aqua believes they should have their fines redirected as a "re-investment" back into their own infrastructure. It is apparent they simply want to avoid looking bad for investors as a result of their continuous neglect and disregard of their obligations. It certainly would be nice that if I ever get a speeding ticket that the judge might allow my fines be directed towards making improvements for my car. I seriously hope that the PSC will not entertain this idea. That completely defeats the whole purpose of being fined. Aqua has made the same type of request with DEP and SJRWMD in order to avoid paying the fines levied against them for valid and legitimate violations. I think the PSC has been very lenient and have given Aqua enough opportunities to remedy their violations before being assessed with these fines.

The other thing from the call I wanted to say was that I don't believe Aqua understands that they are not the only ones spending money. Their lack of preparation for their MFR's and the proof needed for this rate case has cost the tax payers a tremendous amount of money and also wasted a vast amount of time for everyone involved. Perhaps this should be a lesson that next time they need to have their information in order before making another rate request.

I had a questions on a few items. Two of them are from a previous request.

1. Will there be a transcript of yesterday's conference call with Aqua Utilities? If so, when will it be posted within the docket document list online?

2. What was the results of the meter test by the Mars Company? Were any meters found to have any problems?

3. I am needing to send out a community update broadcast. What should I tell those that had their meters replaced to do about the incorrect usage amounts being set at 0 instead of 70 or 100? The community feels that individuals should not have to pay for 70+ gallons of water that was never used.

4. Will a final ruling be made to the Motion to Dismiss, by the Commissioners, on the day of August 28th or will that decision be rendered at a later date?

Thanks again and I look forward to hearing back from you.

Regards,

Ron McKay

No virus found in this incoming message.
Checked by AVG Free Edition.
Version: 7.5.484 / Virus Database: 269.12.4/969 - Release Date: 8/23/2007 4:04 PM

AQUA.

060368-WS RECEIVED-FPSC

Aqua Utilities Florida, Inc.
P.O. Box 490310
Leesburg, FL 34749

T: 352.787.0980
F: 352.787.6333
www.aquautilitiesflorida.com

07 AUG 28 PM 4:20
COMMISSION CLERK

RECEIVED-FPSC
07 AUG 28 PM 4:20
COMMISSION CLERK

FPSC. CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

August 22, 2007

Ms. Kelly Sullivan
570 Osprey Lakes Circle
Chuluota, FL 32766

Dear Ms. Sullivan:

Thank you for participating in the recent service hearing before the Florida Public Service Commission (PSC) regarding Aqua Utilities Florida, Inc.'s (Aqua) pending rate request. I want to provide further information to respond to the issues you raised at the hearing.

You commented on the water quality in your community's water system and I'd like to provide an explanation of our progress in this regard. When Aqua acquired the Chuluota system in July 2004, the community was experiencing many ongoing water quality problems, such as odorous and discolored water. In fact, the Florida Department of Environmental Protection (DEP) required posting a boil water notice because of low chlorine levels. In response, Aqua restored free chlorine treatment, flushed the system, located and opened closed valves, cleaned the ground storage tanks and aerators and made water line improvements to address the water quality issues.

Today, Aqua is committed to addressing the continuing water quality issue related to total trihalomethanes (TTHMs), a contaminant produced as a result of the existing process used to disinfect the public drinking water supply. However, we did not want to return to the system that contributed to the conditions in July 2004. For many months, Aqua has worked with DEP officials to analyze and design an effective solution to the TTHM issue. The DEP issued permits in April 2007, and we are currently installing new treatment technology for the water system to convert from free chlorine disinfection to a process called chloramination.

This process uses chloramines, or combined chlorine, to better disinfect the water through the distribution (pipe) system, which will help resolve water quality issues associated with disinfection byproducts, such as TTHMs. We are investing approximately $500,000 to install the new treatment, which we expect to bring online before the end of the year.

On July 10, an Aqua representative spoke with you regarding your recent high bill of 73,000 gallons. You indicated to the representative that you had gotten your toilet repaired, and we suggested you contact us again to let us know if your usage drops with this repair. During the phone conversation on July 10, the representative also investigated issues with your online banking account. It was found that due to changes in Aqua's billing system, your banking information was not updated to reflect new Aqua account number. We understand that this issue is now resolved.

You also inquired about Aqua's meter reading credibility and requested that we contact you upon your next reading. We contacted you to discuss your meter reading and usage on July 24 and July 31 and left messages when we were unable to reach you. We did review your account and believe

you will be happy to know that an Aqua meter reader actually read your account from at least March through July of this year.

Additionally, Aqua tested the accuracy of your water meter through Mars Company, an independent contractor. The acceptable range is between 97 percent and 102 percent. Fortunately, the test indicated that your old meter had been reading your usage accurately as identified by Florida PSC standards. Your results are as follows:

- **15 gallons per minute (GPM) = 99.77 percent**
- **2 GPM = 100.70 percent**
- **.25 GPM = 98.49 percent**

In order to conduct the meter test, an Aqua service technician visited your property on July 23 to change out the existing meter and install a new one. The technician recorded the old meter (No. 76478930) with a reading of 1289470, and the new meter (No. 56576289) was installed with a reading of 0000070 on July 23. Aqua is confident that the new meter is accurately recording you water usage.

I hope this information addresses the issues to your satisfaction. If you have further questions or comments, please contact me or Candice McClure at 352-435-4020. Thank you for the opportunity to respond.

Sincerely,

Jack Lihvarcik
Chief Operating Officer

RECEIVED-FPSC
07 AUG 28 PM 4:20
COMMISSION CLERK

AQUA. Utilities Florida

Aqua Utilities Florida, Inc.
P.O. Box 490310
Leesburg, FL 34749-0310

T: 352.787.0988
F: 352.787.6333
www.aquautilitiesflorida.com

July 19, 2007

Dear Customer:

At the request of the Florida Public Service Commission we will be removing your current water meter and installing a new water meter. Your old water meter will be sent to the Mars Company to be tested for accuracy. The Mars Company is an independent testing firm located in Ocala Florida.

Upon receiving the results of this test you will be furnished with the report and a brief explanation.

For your records and to verify the reading on your next water bill; the meter reading on the water meter we have removed is:

OLD METER # 76478930 1289470

The meter reading for the new meter is:

NEW METER # 56576284 R = 0000070

If you have any questions feel free to call 877-987-2782.

Sincerely,
AQUA UTILITIES FLORIDA

John M. Lihvarcik
Chief Operating Officer

AQUA

Service To:
FRANK WOODS
570 OSPREY LAKES CIR
CHULUOTA, FL 32766-6658
Lot: 0009000 Block:

Account Number
000904444 0646942
CHULUOTA

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
August 07, 2007	**$ 151.50**	**August 29, 2007**

Meter Data

	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	56576289	5/8	07/24/07	1	Actual	0	0	Gallons
			07/23/07		Actual	0		
Old Meter	76478930	5/8	07/23/07	31	Actual	1289400	7,200	Gallons
			06/22/07		Actual	1282200		

*We have exchanged your meter during this billing period.

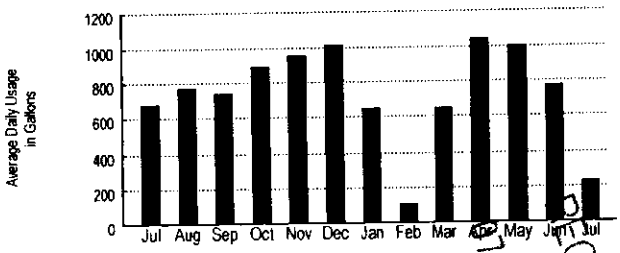
Average Daily Usage = 225 Gallons Total Days: 32 Total Usage: 7,200 Gallons

Amount Due 08/29/07 ..... **$ 151.50**

Billing Detail

Amount Owed from Last Bill	$ 151.50	
Total Payments Received	0.00	
Balance	**151.50**	
Adjustments	151.50	Credit
Water Base Facility Charge	13.54	
7,200 gallons @ $0.00513 per gallon	36.94	
Current Water Charges	50.48	
Sewer Base Facility Charge	31.08	
6,000 gallons @ $0.01132 per gallon	67.92	
Next 1,200 gallons @ $0.00 per gallon	0.00	
Current Sewer Charges	99.00	
Utility Tax	2.02	

Water Usage History



Read Types: ■ Actual ☐ Estimated ☐ Customer

RECEIVED-FPSC
07 AUG 28 PM 4: 20
COMMISSION CLERK

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
FRANK WOODS
570 OSPREY LAKES CIR
CHULUOTA, FL 32766-6658
Lot: 0009000 Block:

Account Number
000904444 0646942

Total Amount Due **$ 151.50**
Due Date **August 29, 2007**

Amount Enclosed
$

Seq=130 Cyc= 1up=359109 PC=CSBL

CSBL

FRANK WOODS
570 OSPREY LAKES CIR
CHULUOTA FL 32766-6658

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

0009044440646942000000151504

RECEIVED-FPSC
07 AUG 28 PM 4:20
COMMISSION CLERK

August 27, 2007

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

Dear Honorable Members of the Commission:

As County Commissioner for District 1, Seminole County Board of County Commissioners, I ask that you please consider this letter as evidence of my strong support for overturning the rate increase request by Aqua Utilities-Florida.

Seminole County has been aware for many years of problems of the poor water quality, substandard service, and high water rates from this utility which was formerly operated by Florida Water in Chuluota, Florida. Since its acquisition by Aqua Utilities-Florida several years ago, the number and seriousness of complaints has increased a hundred-fold, usually spiking when the company requests a rate increase from the Florida Public Service Commission (PSC), as they now have done, or when questions of water quality are brought forward.

While the Seminole County Board of County Commissioners has no jurisdiction over Aqua Utilities-Florida, we have continued to stay in touch with representatives of the Florida Department of Health, the Department of Environmental Protection, the Environmental Protection Agency, the PSC and members of our Seminole County Legislative Delegation in monitoring issues pertaining to this utility.

Allegations of price gouging, lack of potability of the water, health problems associated with high levels of THMs and chlorides, inflated and, in fact, often unbelievable quantities of water usage, substandard service in the water distribution system, poor customer service and often a complete lack of customer service, and water rates which are many times higher than any others in this region are commonplace with Aqua Utilities-Florida.

State Representative Sandy Adams and I both addressed the PSC on behalf of Chuluota customers at your fact-finding public hearing on June 26th at Oviedo City Hall. Approximately three hundred residents attended to decry the practices of Aqua Utilities-Florida, with many of them providing either written testimony or addressing the PSC regarding high water costs, errors in meter-readings, unrealistic amounts of water consumption, billing errors, customer service problems, and questionable water quality. These residents living in the Aqua Utilities certificated areas surrendered copies of their actual water bills which provided unquestionable proof that, across the board, they were being grossly overcharged for this most basic necessity of life: water.

1101 EAST FIRST STREET SANFORD FL 32771-1468 TELEPHONE (407) 665-7219 FAX (407) 665-7958

In closing, let me say that I personally see no other resolution except immediate action by the PSC to reject the Aqua Utilities-Florida rate increase request and to rescind the interim rate increase which had previously been approved.

Thank you for your serious consideration in this matter.

Sincerely,

Bob Dallari
District 1
Seminole County Board of County Commissioners

Cc: Mel Martinez, United States Senator
Bill Nelson, United States Senator
Corrine Brown, United States Representative
Tom Feeney, United States Representative
John Mica, United States Representative
Lee Constantine, State Senator
Bill Posey, State Senator
Carey Baker, State Senator
Daniel Webster, State Senator
Sandy Adams, State Representative
David Mealor, State Representative
Alan Hays, State Representative
David Simmons, State Representative

Venetian Village; Lake County, FL 32778 (Tavares)

The undersigned support the following petition:

We, the citizens of Florida, and as current customers of Aqua Utilities of Florida (AQUA), petition the State of Florida Public Service Commission (PSC) Commissioners for their support of the Motion to Dismiss **docket # 060368-WS** as submitted by the Office of Public Counsel, Attorney General and as recommended by the PSC staff. We request that the customers be reimbursed, with interest, for monies paid to AQUA as a result of their improper billing practices. We further request that the customers be refunded, with interest, for monies collected by AQUA during the interim rate period. And finally, we request that reverted rates be further reduced whereas they are aligned with other normal, and respectful, operating water municipalities.

RECEIVED-FPSC
07 AUG 28 PM 4:20
CLERK

DATE	PRINT NAME	SIGNATURE	ADDRESS
8-22-2007	Jimmie Jo Hixon	Jimmie Jo Hixon	28832 Tammi Dr, Tavares, FL 32778
8-24-2007	Patsy C Martin	Patsy C. Martin	28004 Tammi Dr Tavares, FL 32778
8-24-2007	Elbert Stokes	Elbert Stokes	28004 Tammi Dr, Tavares, FL 32778
8-24-07	Nick Galante	Nick Galante	28031 Tammi Dr.
8-24-07	Chuck Iden	Chuck Iden	28038 Tammi Dr Tavares, FL, 32778
8/24/07	Jaclyn Pelchat	Jaclyn Pelchat	27813 Lois Dr. Tavares
8-24-07	M.M. Samolovitch	Richard Samolovitch	28717 Tammi Dr
8-24-07	Fred W. Samolovitch II	Ashley Samolovitch	28717 Tammi Dr Tavares
8-24-07	Carolyn A Galante	Carolyn A Galante	28031 Tammi Dr Tavares
8-24-07	Doraida Alonso Webb	28811 Tammi Dr. Tavares	
8-24-07	Gregory Lee. Webb		
8-24-07	Douglas L. Luttrell	Douglas L. Luttrell	28800 Tammi Dr Tavares FL
8-24-07	Patricia T. Luttrell	Patricia T. Luttrell	" " " "
8-24-07	Carolyn M. Dillon	Carolyn Dillon	27938 Tammi Dr. Tavares FL 32778
8-24-07	George H. Dillon	George Dillon	" "
8-24-07	Perry Wickersham	Perry Wickersham	28910 Tammi Dr. Tavares, FL 32778
8-24-07	Pamela Wickersham	Pamela Wickersham	" " "
8-24-07	Donald Frye	Don Frye	28208 Tammi Dr. Tavares, FL 32778
8-24-07	Virginia Frye	Virginia A. Frye	28208 Tammi Dr. Tavares FL 32778
8-24-07	Helen L Ridley	Helen L Ridley	27727 Lois Dr Tavares FL 32778
8-24-07	Carleen Romer	Carleen Romer	27727 Lois Dr Tavares FL
8-24-07	Donald M Ridley	Donald M Ridley	27727 Lois Dr Tavares, FL 32778

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RECEIVED-FPSC 07 AUG 28 PM 1:30 COMMISSION

2007

DATE	PRINT NAME	SIGNATURE	ADDRESS
Aug 21	Harold F. Miller	Harold F. Miller	27942 Tammi Dr; Tavares, FL 32778
"	Sue T. Miller	Sue T. Miller	27942 Tammi Drive; Tavares, FL 32778
"	THOMAS KADER	Thomas Kader	27950 TAMMI DRIVE, TAVARES FL 32778
8/21	DONNA KADER	Donna Kader	27950 TAMMI DR TAVARES FL
8/22	BONNIE TODTENHABER	[illegible]	27940 TAMMI DR. TAVARES
8/22	MARK TODTENHABER	[illegible]	27940 TAMMI DR. TAVARES
8-22	LAWRENCE FAROTTO	[illegible]	28704 TAMMI DR. TAVARES
8/22	DAISY FAROTTO	Daisy Farotto	28704 TAMMI DR TAVARES
8/22	FRED LANTZ	Fred Lantz	28136 Tam. DR TAVARES
8/22	VERNON ABEL	[illegible]	28024 TAMMI DR. TAVARES FL
8/22	ANITA ABEL	A.E. Abel	28024 TAMMI DR. TAVARES, FL
8/22	MICHAEL ARMENTROUT	Michael Armentrout	28530 TAMMI DR. TAVARES FL
8/22	SANDRA TORMAN	Sandra Torman	28032 LOIS DR TAVARES FL
8/22	JOSEPH TORMAN	Joseph W. Torman	28032 LOIS DR TAVARES FL
8/22	SCOTT McFADDEN	[illegible]	28638 TAMMI DR TAVARES FL
8/22	Linda McFadden	Linda McFadden	28638 Tammi Dr. Tavares, Fl
8/22	SCOTT McFADDEN	[illegible]	28630 TAMMI DR TAVARES FL
8/22	Linda McFadden	Linda McFadden	28630 Tammi Dr Tavares Fl
8/23	SUZANNE MARTINEZ	Suzanne Martinez	28911 TAMMI DR TAVARES FL
8/23	RICHARD MARTINEZ	Richard Martinez	28911 TAMMI DR TAVARES, FL
8/23	Mrs Fred Samulovitch	Fred Samulovitch	28717 Tammi Dr. Tavares FL
8/23	Yvonne Sorenson	Yvonne Sorenson (Lewis)	28420 Tammi Dr Tavares Fl
8/23	BILLY R LEWIS	Billy R Lewis	28420 Tammi Dr. TAVARES

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8-22-07	Judith A Goode	Judith A. Goode	28103 Lois Dr. TAVARES 32778
8-22-07	EDWARD L. GOODE	Edward L. Goode	28103 LOIS DR. TAVARES, FL 32778
8-24-07	C Nelia Santiago	C Nelia Santiago	28440 Tammi Dr TAVARES 32778
8-24-07	JAMES PANCARI	[illegible]	27914 TAMMI DR TAVARES 32778
8-24-07	Gene Hampton	[illegible]	27930 TAMMI DR TAVARES FL 32778
8-24-07	Nichole Quarles	[illegible]	27930 Tammi Dr Tavares FL 32778
8-21-07	Mary Jahn	Mary Jahn per email	28228 Tammi Dr; Tavares, FL 32778
8-22-07	Carol Downey	Carol Downey per email	28017 Tammi Dr; Tavares, FL 32778
8-24-07	Norm Negus	Norm Negus per email	28600 Tammi Dr; Tavares, FL 32778
8-24-07	Pat Negus	Pat Negus per email	28600 Tammi Dr; Tavares, FL 32778

Sue Miller

From: "Mary Jahn" <marykjahn@gmail.com>
To: "Sue Miller" <suetherd@usa2net.net>
Sent: Saturday, August 25, 2007 1:58 PM
Subject: Re: Aqua Petition

Oh that's great!

Mary K. Jahn
28228 Tammi Dr.
Tavares, FL 32778

Thanks, Sue.

---- Original Message ----
From:
To:
Sent: Saturday, August 25, 2007 11:22 AM
Subject: Aqual Petition

Hello
What is your address here in Venetian Village? This is for info on the petition.

I will sign your name and attach the email
Sue Miller

AQUA

WATER

PETITIONS-

RING BELL & SIGN HERE (*-*)

Sue Miller

From: <Cdowney7w@aol.com>
To: <SUETHERD@usa2net.net>
Sent: Wednesday, August 22, 2007 1:52 PM
Subject: Re: Aqua Utilities Update/IMMEDIATE ACTIO

Hi Sue,
I am still in NH until the middle of Oct. I will give you my permission to sign the pettition for the Aqua Utilities for me.
Thanks for all your hard work.
I did write to Tallahassee a couple of times and they did respond with suggestions on going to the meetings to fight this.

Thanks again,

Carol Downey
28017 Tammie Dr
Tavares

Get a sneak peek of the all-new .

Sue Miller

From: "norm and pat negus" <nnegus@wyoming.com>
To: "'Sue Miller'" <suetherd@usa2net.net>
Sent: Saturday, August 25, 2007 5:52 PM
Subject: RE: Aqua petetion

Our address is.

23600 Tammi Drive
Tavares, FL 32778

From: Sue Miller [mailto:suetherd@usa2net.net]
Sent: Saturday, August 25, 2007 10:21 AM
To: norm and pat negus
Subject: Aqua petetion

Hello
Please email your address here in Venetian Village for the info on the petition. I will sign your name and attach your email.
Sue Miller

AQUA

WATER

PETITIONS-

RING BELL & SIGN HERE (*-*)

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8-21-07	Thomas Demeter	[illegible]	314 Velveteen Pl Chuluota FL 32766
8-22-07	ANN-MARIE BERNSTEIN	[illegible]	326 Velveteen Pl. Chuluota 32766
8-22-07	Pam Hummell	Pamela Hummell	338 Velveteen Pl Chuluota 32766
8-23-07	Kristin [illegible]	[illegible]	[illegible]
8-23-07	Mary Lou Vandgrift	Mary Lou Vandgrift	260 Organza Pl Chuluota 32766
8-23-07	[illegible]	[illegible]	379 Velveteen Pl Chuluota FL 32766
8/23/07	Claudia Singh	Claudia Singh	309 Organza Pl Chuluota, FL 32766
8/23/07	John Portland	[illegible]	355 Velveteen Pl. Chuluota FL 32766
8/26/07	Scott Cuden	[illegible]	290 Velveteen Pl Chuluota FL 32766
8/26/07	Laurie Oldham	LAURIE OLDHAM	282 Velveteen Pl. Chuluota, FL 32766
8/26/07	Merrie Garrett	Merrie Garrett	274 Velveteen Pl. Chuluota FL 32766
8/26/07	REGGIE URUS JR	[illegible]	230 VELVETEEN PL, CHULUOTA 32766
8/26/07	LIONEL SANTIAGO	[illegible]	222 Velveteen Pl Chuluota
8/26/07	MELISSA DAVIS	[illegible]	286 Velveteen Pl Chuluota FL 32766
8/26/07	TARA DEMUNDO	Tara Demundo	219 Velveteen Pl Chuluota FL 32766
8/27/07	Richard Calvo	Richard Calvo	304 Nestling Cove, Chuluota, FL. 32766
8/27/07	Gretchen Traviesso	Gretchen Traviesso	159 Velveteen Pl Chuluota, FL 32766
8/27/07	Carlos Traviesso	Carlos Traviesso	159 Velveteen Pl Chuluota FL 32766
8/27/07	RICHARD GEORG	[illegible]	294 VELVETEEN PL CHULUOTA FL 32766
8-27/07	Pamela Adkins	Pamela Adkins	398 Medallion Pl Chuluota 32766
8/27/07	Bruce Adkins	Bruce Adkins	398 Medallion Pl Chuluota 32766
8/27/07	ANDRESL OSSA	[illegible]	206 Velveteen Pl Chuluota 32766
8/27/07	PAUL Guthrie	[illegible]	303 Velveteen Pl. Chuluota 32766

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/20/07	ELIZABETH BRYAN	[illegible]	192 Velveteen Place Chuluota
8/20/07	CALVIN BRYAN	[illegible]	195 Velveteen Place Chuluota
8/27/07	John P. Bealmear	[illegible]	186 Velveteen Place Chuluota FL 32766
8/27/07	Joy Bealmear	Joy Bealmear	186 Velveteen Pl. Chuluota
8/27/07	Paul Chapman	[illegible]	158 Velveteen Place Chuluota FL 32766
8/27/07	Sean Mahes	[illegible]	158 Velveteen Pl. Chuluota
8/27/07	Jeriel Ramos	Jeriel Ramos	158 Velveteen Pl. Chu. FL. " "
8-27-07	MARIE S. AUGUSTE	[illegible]	243 VELVETEEN PL. CHULUOTA FL
8/27/07	JAMES T. BURNS	James T. Burns	266 MAPLE TREE LN CHULUOTA FL
8/27/07	Norma Pardo	N. Pardo	278 Velveteen Pl. Chuluota.

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8-25	John L. Johnson		13709 Ruby Terr. Sebring, FL
8-26	Tony Fantetti		13706 Tangelo St Seb 71
8-26	Salena Fantetti		13706 Tangelo St Seb 71
8/26	Laura Starr Melo		13497 Temple St Sebring FL
8/26	Silvio Melo		13497 Temple St. Sebring FL
8/26	Kimberley Nazzari		4703 Grand Concourse, Sebring
8/27	Joseph A Start	Joseph A Start	5205 Majesty Ave Sebring, FL 332

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8-20-07	Arthur Drummond	Arthur Drummond	661 RED PEPPER LOOP
8-20-07	Angel Drummond	Angel Drummond	" " " "
8-20-07	Matthew JONES	Matthew Jones	504 Yellowtail Pl
8-20-07	Yavonneda Jones	Yavonneda Jones	" " " "
8-20-07	MIKE HERNY	Mike Herny	424 EMPRESS LN.
8-20-07	KARLA HERNY	Karla Herny	424 EMPRESS LN.
8-20-07	Patricia R Murray	Murray	504 Yellow Tail
8-21-07	JOHN DE MUNDO	John DeMundo	219 ~~YELLOWTEEN~~ PLACE
8-21-07	Tara DeMundo	John DeMundo-Parent	219 Velveteen Place
8-21-07	Terri Bauer	Terri Bauer	268 Organza Place
8-21-07	DAVID BAUER	[illegible]	268 ORGANZA PLACE
8-21-07	Andrew Carpenter	Andrew Carpenter	285 Organza Place
8-22-07	RON WYDRA	[illegible]	300 organza Place
8-22-07	KIMBERLY BRUNO	Kimberly Bruno	305 Organza Pl.
8-22-07	Susan Hallett	[illegible]	305 Organza Pl.
8-22-07	Jacqueline Easy	J Easy	265 Organza Pl
8-22-07	Alphanso Easy	A Easy	265 Organza Pl
8-22-07	BRUCE MARTINEZ	Bruce Martinez	292 organza PL
8-22-07	Janette Martinez	Janette Martinez	292 organza PL
8-22-07	TERENCE LAAKSO	Terence Laakso	252 ORGANZA PL
8-22-07	WANDA LAAKSO	Wanda Laakso	252 ORGANZA PL
8/22/07	Gary Chadeayne	[illegible]	257 Organza Pl
8/22/07	Shannon Chadeayne	Shannon L Chadeayne	257 Organza Pl.

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/24/07	Nancy Evans	Nancy Evans	319 Veteran Pl, Chuluota, FL
8/24/07	TERRY MOORE	[illegible]	350 E. 1st st Chulouta, FL
8/24/02	Richard Shogren	[illegible]	341 2nd St Chulvota, Fla.
8/24/07	TERRY Guthrie	[illegible]	130 W 8th ST Chulvota FL
8/24/07	DEREK G. SWEENEY	[illegible]	220 W. 8TH ST. CHULUOTA FL
8/24/07	Laura Whitney	[illegible]	908 Emerald DR Chulvota FL
8/24/07	Ray Wells	Ray Wells	550 East 4th ST Chulvota FL
8/24/07	Carol Wells	Carol Wells	550 E. 4th Street Chulvota, FL
8/24/07	BARRY MAXWELL	[illegible]	130 third Court Chulvota FL
8/24/07	Shelagh MAXWELL	Shelagh Maxwell	130 third CT Chulvota FL.
8/24/07	Ed JONES	[illegible]	431 E. 3rd ST CHULUOTA FL
8/24/07	T.M. Titley	[illegible]	780 Tropical AVE - CHULUOTA FL 32766
8/25/07	GEORGE NUNNERY	[illegible]	VFW 300 LAKE Mills AVE
8/25/07	GINA M. CARROLL	Gina M. Carroll	450 E 6th St. Chulvota.
8/25/07	Jean M. Chisholm	[illegible]	520 E 3rd St. Chulvota
8/25/07	Bill Merchel	Bill Merchel	790 Millshore Drive Chulvota
8/25/07	LAURI Hildebrandt	Lauri Hildebrandt	561 E. 4th St Chulvota
8/25/07	Tomm Hildebrandt	Tomm Hildebrandt	561 E 4th St Chulvota
8-25-07	Robert Getman	[illegible]	122 E 8th Chulvota
8-25-07	Conchita Hollman	[illegible]	171 E. 1st, Chulvota, FL 32866
8/24/07	Joy VAnnier	Joy Vannier	924 Emerald Dr. Chulvota, FL
8-24-07	[illegible]	[illegible]	131 Langford Dr.
8/24/07	Victoria Black	Vatoria E Black	160 3rd Ct.

The undersigned support the following petition:

We, the citizens of Florida, and as current customers of Aqua Utilities of Florida (AQUA), petition the State of Florida Public Service Commission (PSC) Commissioners for their support of the Motion to Dismiss **docket # 060368-WS** as submitted by the Office of Public Counsel, Attorney General and as recommended by the PSC staff. We request that the customers be reimbursed, with interest, for monies paid to AQUA as a result of their improper billing practices. We further request that the customers be refunded, with interest, for monies collected by AQUA during the interim rate period. And finally, we request that reverted rates be further reduced whereas they are aligned with other normal, and respectful, operating water municipalities.

DATE	PRINT NAME	SIGNATURE	ADDRESS
08/24/07	STANLEY STEVENS JR	[illegible]	455 LIVE OAK AVE. CHULUOTA
8/24	JASON CRAIN	[illegible]	353 LAKE MILLS AVE
8/24	STEVE NEASE	[illegible]	664 Red Pepper Loop
8/24	Julie King	Julie N King	834 Mazurka Dr
6/24	L Hinde	[illegible]	940 Emerald Dr, Chuluota, FL
6/24	Dianna Benson	Dianna Benson	471 Lake DR Chuluota FL
6-24	Charles Chaney	[illegible]	655 Lak Dr. Chuluota FL
6-24	[illegible] KATHY SKEES	[illegible]	916 Mirrshore Dr.
8/24/07	CONRAD SPECK	Conrad Speck	470 E 3rd St Chuluota FL 32766
8/24/07	Denise Coats	Denise Coats	470 E 3rd St Chuluota FL 32766
8/25/07	Nancy Farmer	Nancy Farmer	821 Nocturne Dr, Chuluota 32766
8-25-07	Chris Smithson	[illegible]	520 E 4th st Chuluota
8-25-07	Chris Smithson	[illegible]	530 E 4th ST Chuluota
8-25-07	Jonathan Finn	[illegible]	20 E 1st ST. Chul.
8-25-07	MIKE MEAD	Mike Mead	831 MAZURKA D CHULUOTA FL
8-25-07	James Russell	James Russell	310 E. 6th St. Chuluota FL. 32766
8-25-07	Larry Yonkin	Larry Yonkin	149 E 8th St. Chuluota Fl 32766
8-25-07	SUSAN JOHN	[illegible]	220 W 3RD ST Chuluota 32766
8-25-07	Angela Eakman	[illegible]	600 Lake Drive Chuluota 32766
8-25-07	Janice Lascelles	Janice Lascelles	816 Nocturne Dr.
8-25-07	Lindsey Pettman	[illegible]	111 EAST 7th St.
8-25-07	Reed Rasmussen	[illegible]	305 Enderby Pl Chuluota FL 32766
8/24/07	[illegible]	[illegible]	820 Nocturne Dr Chuluota

The undersigned support the following petition:

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/24/07	Gary M. Jones	Gary M. Jones	551 E 4th St., Chuluota, FL 32766
8/25/07	Adrienne Hennessey	Adrienne Hennessey	
8/25/07	Kimberly Young	Kimberly Young	315 Foster Cove Chuluota Fl. 32766
8-25/07	Shawn Jeffers	[illegible]	251 AVE. E Chuluota Fl 32766
8-25/07	Stephanie Dunn	[illegible]	819 Harmon Lane Chuluota 32766
8-25/07	Ken Klee	[illegible]	513 N. Noct CT
8/25/07	Sharon Hatcher	Sharon Hatcher	135 E. 8th St. Chuluota FL 32766
8/25/07	Bobby Solomon II	[illegible]	828 Nocturne Dr Chuluota, FL 32766
8/25/07	FREDERICK J CORBETT	[illegible]	118 E 8th ST CHULUOTA FL 32766
8/25/07	Dizabeth Hall	[illegible]	304 Hibiscus St. Chuluota
8-25-07	Ronney Osgood	Ronney Osgood	201 E 7 St. Chuluota FL 32766
8/25/07	GREG WHITMAN	[illegible]	12 E 2ND ST " " "
~~8/26/07~~	~~Kirk W. Slegel~~		
8/26/07	KIRK W. SLEGEL	Kirk W. Slegel	819 MAZURKA DR. CHULUOTA, FL. 32766
8/26/07	Debra A. Meyers	Debra A. Meyers	741 Lake Dr Chuluota FL 32766
8/26/07	Coralea Hibdon	Coralea A. Hibdon	824 Fantasy Ln Chuluota, FL 32766
8/26/07	~~[illegible]~~ Barbara Locke	Barbara Locke	51 E. 2nd ST. Chuluota Fl. 32766
8/26/07	Summer Slayton	Summer Slayton	430 2nd St, Chuluota, FL 32766
	MELODY MAY	[illegible]	371 1ST CHULUOTA FLA 32766
8-26-07	Tracy Bertrand	Tracy A Bertrand	138 Overlook Dr Chuluota 32766

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/22/07	Robert McNeill	[illegible]	391 medallion Place, Chuluota Fl
8/22/07	Elena McNeill	Elena McNeill	391 Medallion Place, Chuluota, FL
8/25/07	Valentina Gonzharova	Goncharova	391 Medallion Pl. Chuluota Fl.
8/25/07	Travis Caples	[illegible]	387 Medallion PL Chuluota FL
8-26-07	Ginger Mario	Ginger Mario	449 Empress Ln Chuluota FL
8-25-07	Michael Tingle	Michael Tingle	390 Medallion Pl Chuluota FL
8-25-07	Margaret Tahaney	Margaret R. Tahaney	398 Medallion Pl. Chuluota Fl.
8-25-07	Kamal Chunnulal	Chunnulal	394 Medallion P.L. Chuluota F.L.
8-25-07	Megnauth Chunnulal	Chunnulal	394 Medallion P.L. Chuluota F.L.
8/25/07	Dean Suris	[illegible]	395 Medallion Pl. Chuluota, Fl.
8/25/07	Shanda Suris	Shanda Suris	395 Medallion Pl. Chuluota, Fl 32766
8-25-07	Dianne Caples	Dianne Caples	387 Medallion Pl. Chuluota, FL 32766
8-25-07	William R McGowan	William R McGowan	386 Medallion Pl. Chuluota, FL 32766
8-25-07	Nancy McGowan	Nancy McGowan	386 Medallion Pl Chuluota FL 32766
	[illegible]		383 Medallion Pl. Chuluota Fl 32766
	P. Gwyn Lamitina	Gwyn Lamitina	383 Medallion Pl. Chuluota Fl 32766
	John C Black	[illegible]	363 Medallion Pl. Chuluota 32766
	Deborah Pease	Deborah Pease	355 Medallion Place Chuluota 32766
	Timothy Pease	[illegible]	355 Medallion Pl, Chuluota 32766

The undersigned support the following petition:

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/26/08	John C. Oral	[illegible]	429 Empress Ln, Chuluota, FL
8/26/08	Brooke Oral	[illegible]	429 Empress Ln, Chuluota, FL
8/26/07	CHRISTEN CASTRO	[illegible]	416 EMPRESS LN CHULUOTA FL
8/26/07	MILTON CASTRO	[illegible]	↓

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8-25-07	Gayle Stanko	Gayle Y. Stanko	370 Lake Lenelle Dr. Chuluota 32766
8-25-07	Neil Stanko	Neil Stanko	370 Lake Lenelle Dr. Chuluota 32766

The undersigned support the following petition:

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/19/07	Ron McKay		624 Red Pepper Loop, Chuluota FL 32766
8/19/07	Samuel Barlow		560 E. 5th ST, Chuluota, FL 32766
8/19/07	Carrie Barlow	Carrie Barlow	560 E 5th St. Chuluota, Fl 32766

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/23/07	Michelle Campbell	Michelle Campbell	451 Lk. Lenelle Dr Chulota 32766
8/23/07	Mitch Campbell	[illegible]	451 Lk. Lenelle Dr Chulota 32766

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8-18-07	SUZANNE HAWK	Suzanne Hawk	420 LAKE LENELLE DR CHULUOTA, 32766
8-18-07	RALPH HAWK	Ralph Hawk	420 LAKE LENELLE DR. CHULUOTA 32766

The undersigned support the following petition:

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/22/07	Lynne Frankos	Lynne Frankos	490 Lake Lenelle Dr Chulucota
08-22-07	Dennis Frankos	[illegible]	490 Lake Lenelle Dr Chulucota

The undersigned support the following petition:

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/22/07	Troy Vaughn		288 Orquidea Pl.
8/25/07	Liesle R Winters		433 Empress Lane
8/25/07	Mark Winters		433 Empress Lane, Chuluota, FL

The undersigned support the following petition:

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/23/07	NANCY FINNESSY	Nancy Finnessy	441 Lake Lenelle Drive, Chuluota, FL 32766
8/23/07	SCOTT FINNESSY	Scott Finnessy	441 LAKE LENELLE DR, CHULUOTA FL 32766
8/23/07	GREG FINNESSY	Greg Finnessy	441 Lake Lenelle Dr. Chuluota FL 32766

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8-19-07	Christina Gonsalves	Christina Gonsalves	503 Osprey Lakes Circle Chulhota FL
8-24-07	Svetlana Shtrom	Svetlana Shtrom	516 Osprey Lakes Circle Chulhota FL
8/24/07	Jennifer & Clint Curby	Jennifer Curby	528 Osprey Lakes Cir Chulhota FL
8/24/07	Laura + Harry Wise	Laura Wise	480 Osprey Lakes Cir Chulhota FL
8/24/07	Lorna A. Mikell	[illegible]	540 Osprey Lakes Circle Chulhota FL
8/24/07	Peggy J Waters	Peggy J Waters	510 Osprey Lakes Circle " "
8/24/07	[illegible]	[illegible]	348 [illegible] Circle " FL
8/25/07	MARISA + ERIC MARTIN	[illegible]	468 OSPREY LAKES CIR. CHULHOTA, FL
8/25/07	Ted + Rhonda Lujan	Rhonda Lujan	424 Sky View PL Chulhota FL
8/25/07	Cheryl & Sean Ronan	Cheryl Ronan	275 Velvetleaf Pl. Chulhota FL
[illegible]	[illegible]	[illegible]	555 Osprey Lakes Circle Chulhota FL 32766
8/27/07	Roy & Leslie Curry	Leslie W. Curry	294 Osprey Lakes Circle, Chulhota, FL 32766
8/27/07	JASON + LAURIE ESKEW	[illegible]	319 GREY OWL RUN, CHULHOTA, FL 32766
8/27/07	Kevin & Lynda Carey	[illegible]	576 OLC Chulhota Fl
8/27/07	Bill & Stacey	[illegible]	605 Osprey Lakes Cir, Chulhota FL
8/27/07	John & Julie Hilbidal	[illegible]	347 Osprey Lakes Cir, Chulhota, FL
8-27-07	John & Carolyn Hoffmann	[illegible]	474 " " " " "
8/27/07	Brian + Gwen Zinck	[illegible]	648 Osprey Lakes Cir
8/27/7	Charles Tainter	[illegible]	125 Osprey Lakes Circle Ch, FL 32766
8/27/07	Harry Wise	[illegible]	480 OLC
27 Aug 07	Dan Conman	[illegible]	857 Look out Point
27 AUG	JOSEPH FERNANDEZ	[illegible]	240 OSPREY Lakes Circle
27 Aug	Darryl Brown	[illegible]	413 Osprey Lakes Cir Chulhota FL

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/27/07	SHANNON R. ARMSTRONG	[illegible]	614 White Crane Ct, Chuluota, FL
08·27·07	KAREN SMENLEY-FLANNERY	[illegible]	850 LOOKOUT POINT, CHULUOTA, FL
8/27/07	Ronald Costanzo	[illegible]	736 Grey Heron Place, Chuluota, FL
8/27/07	John Latrobe	[illegible]	312 Osprey Lakes Cir, Chuluota FL
8/27/07	CLINTON CURBY	[illegible]	528 OSPREY LAKES CIR. CHULUOTA, FL
8/27/07	Rob Wittman	[illegible]	623 Osprey Lakes Circle Chuluota FL
8/27/07	ROBERT C. HARDEE	[illegible]	319 GREY OWL RUN, CHULUOTA, FL 32766
8/27/07	Susanne Peters	[illegible]	340 Osprey Lakes, Chuluota, FL 32766
8/27/07	MICHAEL ASAR	[illegible]	507 SPARROW HAWK COVE CHULUOTA FL 32766
8/27/07	Steve Young	[illegible]	498 Osprey Lakes Circle, Chuluota Fl. 32766
8/27 07	Garth K Waters	[illegible]	510 Osprey Cir Chuluota Fla.
8.27.07	Barbara Barretta-Duquette & Jim Duquette	[illegible]	336 osprey Lakes. cir. Ch. FL

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/27/07	Amy S. Luek	Amy S. Luek	753 Grey Heron Pl. Chuluota
8/27/07	J. P. Amit	[illegible]	753 Grey Heron Pl. Chuluota
8/27/07	Mary Jean Santomauro	Mary Jean Santomauro	4920 Osprey Lakes Circle Chuluota
8/27/07	Vincent Provenzano	[illegible]	318 Grey Owl Run, Chuluota
8/27/07	Ron Israel	[illegible]	678 Osprey Lakes Cir Chuluota, FL

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/27/07	EDWIN DAVIS IV		444 OSPREY LAKES CC.
8/27/07	ALBERT ALFONSO		467 " " "
8/27/07	PETER SMEDLEY		850 LOOKOUT POINT
8/27/07	DAVID D. DIAMOND		222 OSPREY LAKES CIR

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/27/07	Ron SANTOMAURO	[illegible]	492 OSPREY LKS. CIR, CHULUOTA

The undersigned support the following petition:

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/27/07	Jay Licari		282 Osprey Lakes Cir
8/27/07	Nate Petroskey		151 Osprey Lakes Cir
8/27/07	Jeff Melnick		2416 Osprey Lakes Circle Chuluota FL 32766
8/27/07	Craig Finley		407 Osprey Lakes Cir 32766
8/27/07	STEVEN S. PANTER		491 OSPREY LAKES CIRCLE
8/27/07	Mike Chambley		580 Yellow Tail Place

The undersigned support the following petition:

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/20/07	Elizabeth Simmons	Elizabeth Simmons	5504 Knight Ave. Sebring Flo
8/20/07	David Simmons	David Simmons	5504 Knight Ave Sebring Fl.
8/20/07	Robert Fantetti	[illegible]	13705 Ruby Ter. Sebring Fl
8/20/07	Larissa Fantetti	Larissa Fantetti	13705 Ruby Ter. Sebring Fl
8-20-07	Peter D. Jordan	Peter D. Jordan	13707 Ruby Ter Sebring Fl 33875
8-20-07	Julia C. Jordan	Julia C Jordan	13707 Ruby Ter Sebring, Fl 33875
8-20-07	James L Moore	James L. Moore	5410 prince Ave Sebring
8-20-07	Arlene Moore	Arlene Moore	5410 prince Ave Sebring
8-21-07	Charles S. Cook	Charles S. Cook	5420 Knight Ave Sebring Fl 33875
8-21-07	Shannon Durrance	Shannon Durrance	5420 Knight Ave Sebring Fl 33875
8-21-07	Norm I Kyler	Norm I Kyler	5506 Knight Ave Sebring Fl 33875
8-21-07	R.D. Campbell	Reppard Campbell	5510 Prince Ave. 33875
8-22-07	J.V. ALVIANO	J.V. Alviano	5440 KNIGHT AVE 33875
8-22-07	K.D. ALVIANO	K.D. Alviano	5440 KNIGHT AVE 3387[illegible]5
8-22-07	Jane Barnard	JANE BARNARD	13701 TANGELO ST.
8-22-07	Floyd R. BARNARD JR	Floyd R. Barnard Jr	13701 TANGELO ST.
8-23-07	MARK A DENARDIS	[illegible]	5402 Sebring Lks. Blvd, Sebring
8-23-07	TRACEY DENARDIS	Tracey DeNardis	5402 Sebring Lks. Blvd. Sebring
8-23-07	Michael O'Meara	Michael O'Meara	5226 Sebring Lakes Blvd Sebr.
8-23-07	Debbie Boyd	[illegible]	5416 PRINCE AVE
8-24-07	Lucie Michelson	Lucie Michelson	5312 Knight AVE. Sebring
8-24-07	Dale [illegible] Nazian	LEON NAZIAN	5505 Riverway Ave
8/24/07	JAMES M BURNS	James M Burns	5312 Knight Ave Sebring

Fruitland Park FL

The undersigned support the following petition:

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/20/07	Wayne Shigley	Wayne Shigley	35118 Queens Way, Fruitland Park, FL
8/22/07	Tom Kent	[illegible]	35140 Queens Way Fruitland PRK FL
8/22/07	Brian Wiene	[illegible]	35115 Queens Way Fruitland PRK FL
8/22/07	Nichole Johnson	Nichole Johnson	35041 Queens Way Fruitland Park FL
8/22/07	HELEN FLEBOTTE	Helen F Lebotte	35021 Queens Way Fruitland Park, F
8/22/07	Robert FLEBOTTE	Robert F Lebotte	35021 QUEEN WAY FRUITLAND PK
8-22-07	MILDRED MATESUNAS	Mildred Matesunas	5048 Royal Oak Dr Fruitland Pk F
8-22-07	ANTHONY MATESUNAS	[illegible]	5048 Royal Oak Dr Fruitland Pk F
8-22-07	Jeannie Pinkus	[illegible]	5049 Royal Oak Dr. Fruitland Pk, FL
8-22-07	Aaron Pinkus	[illegible]	5049 Royal Oak Dr. Fruitland Pk, FL
8-22-07	Phillip R Hoop	Phillip R Hoop	5109 Royal OAK DR. FRUITLAND PK, FL 34731
8-22-07	PATRICIA ANN Hoop	Patricia Ann Hoop	5109 Royal OAK DR FRUITLAND PK, FL 34731
8-22-07	C.J YEAGER	CJ Yeager	35224 Queen Way Fruitland Pk FL 34731
8-22-07	Della Yeager	Della Yeager	35224 Queens Way FRUITLAND PK FL 34731
8-22-07	LARRY PRICE	Larry E Price	35241 QUEENS WAY FRUITLAND PK FL 34731
8-22-07	Leah Roberts	Leah Roberts	35217 Queens Way Fruitland Pk FL 34731
8/22/07	TODD STRICKLAND	Todd Strickland	35217 QUEENS WAY Fruitland Pk. FL 34731
8/22/07	William Mull	William H Mull	35209 Queens Way Fruitland Pk FL 34731
8/22/07	JOHN HUBERT	John Hubert	35139 QUEENS WAY, FRUITLAND PARK, FL 34731
8/22/07	HELGA HUBERT	Helga Hubert	35139 QUEENS WAY, FRUITLAND PARK, FL. 34731
8-24-07	Leah Graham	Leah Graham	35031 Queens Way "
8/23/07	ALLISON THALL	Allison Thall	35040 Queens Way, Fruitland Park FL
8/26/07	Dawn Simmons	Dawn Simmons	35140 Queens Way Fruitland Park FL 34731

Fruitland Park FL

The undersigned support the following petition:

We, the citizens of Florida, and as current customers of Aqua Utilities of Florida (AQUA), petition the State of Florida Public Service Commission (PSC) Commissioners for their support of the Motion to Dismiss **docket # 060368-WS** as submitted by the Office of Public Counsel, Attorney General and as recommended by the PSC staff. We request that the customers be reimbursed, with interest, for monies paid to AQUA as a result of their improper billing practices. We further request that the customers be refunded, with interest, for monies collected by AQUA during the interim rate period. And finally, we request that reverted rates be further reduced whereas they are aligned with other normal, and respectful, operating water municipalities.

DATE	PRINT NAME	SIGNATURE	ADDRESS
8/24/07	James Jones	J. Jones	5210 Royal OAK Dr Fruitland Park, FL 34731
8/24/07	Phillip C Moon	Phillip C Moon	35254 Maple Leaf DR. Fruitland Park 34731
8/24/07	Dana A. Will	Dana A. Will	5348 Royal Oak Dr Fruitland Park
8/24/07	Marc L'Heureux	Marc L'Heureux	5408 Royal OAK Dr Fruitland Park 347
8-24-07	Ben Sischo	Ben Sischo	05418 Royal OAK Dr Fruitland 347 Pk
8.24.07	Johnie E Jones	Johnie E Jones	05443 Royal Oak Dr Fruitland Park FL 347
8-24-07	G. Dianne Jones	G. Dianne Jones	05443 Royal OAK DR Fruitland PK FL 34
8-24-07	ANDRE DESFORGES	[illegible]	05463 Royal OAK DR FRUITLAND 347
8 24 07	D. L. Cox	D L Cox	05403 Royal Oak Dr Fruitland Park
8/24/07	Don M. Aabeg	DON M. AABEG	05345 Royal OAK DR. FRTLND PK 34731
8/24/07	Douglas Rollins	DOUGLAS ROLLINS	5337 ROYAL OAK DR. FRTLAND PK 34731
8/24/07	Ann Rollins	Ann Rollins	5337 Royal Oak Drive Fruitland PK 347
8/24/07	Lewis + Chryston Duke	Tamara C Duke	5338 Royal Oak Drive Fruitland PK 34
8-24-07	JENNIFER McDUFFIE	Jennifer McDuffie	5315 Royal OAK D. Fruitland 327
8-24-07	Noelle MALIK	Noelle Malik	5305 Royal OAK Dr. Fruitland P
8-24-07	Mingyar Feliciano	Mingyar Feliciano	5301 Old Hickory Ln Fruitland PK
8.24.07	Judy + Brian Jones	Judy Jones	5309 OLD Hickory Ln Fruitland PK
8-24-07	David + Joyce Hutto	David Hutto	5317 OLD HICKORY LN FRUITLAND P
8-24-07	Joyce Hutto	Joyce Hutto	5317 Old Hickory LA F.P.
8/24/07	Al + Linda Cardiello	Linda Cardiello	5308 Old Hickory Lane FP 34731
8/24/07	William PERLACH	Wm Perlach	5323 OLD HICKORY FP, LA. 34731
8/24/07	Michael Thomley	[illegible]	5340 Old Hickory Lane Fruitland Park 34731
8/24/07	Jeff + Krista Drummond	[illegible]	5339 Old Hickory Ln. Fruitland Park

Fruitland Park, FL

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DATE	PRINT NAME	SIGNATURE	ADDRESS
2-22-07	William P. Leagers	William P. Leagers	5112 Royal Oak Dr Fruitland Pk Fla 34731
8.23.07	Alice TURNER	Alice Turner	35040 RAINTREE DRIVE - FRUITLAND PARK
8/23/07	Ruth Weber	Ruth Weber	05339 King's Ct. F.P. 34731
8/23/07	JAMES CONWAY	James Conway	05206 Twin Palms RD. F.P. 34731
8/23/07	Thomas Young	Thomas Young	5240 Royal Oak Fruitland Park 34731
8/23/07	ROBERT L. ROBERTS	[illegible]	5418 OLD HICKORY LN FRUITLAND PK FL 34731
8/23/07	Claire C. Roberts	Claire C. Roberts	5418 Old Hickory Ln. Fruitland 34731
8/23/07	Joyce St Clair	Joyce D. St. Clair	05225 Twin Palms Rd Fruitland Pk
8/23/07	JOHN ALEXANDER	[illegible]	5342 KINGS COURT, FRUITLAND PK, FL. 34731
8/23/07	Helene P. Alexander	Helene Alexander	5342 Kings Ct. Fruitland Pk, FL 34731
8/24/07	James R. Powers	James R. Powers	5110 Royal Oak Dr. Fruitland Park FL 34731
8/28/07	Sarah Stephens	[illegible]	5124 Royal Oak Dr. Fruitland Park, FL 34731
8/23/07	[illegible]	[illegible]	5124 Royal Oak Dr. Fruitland Pk, Fl 34731
8.23.07	[illegible] Sherman	[illegible] Sherman	5118 Royal Oak Dr. Fruitland Park FL 34731
8-23-07	Randy Roberts	Randy Roberts	05140 Royal Oak Dr Fruitland Pk Fl
8/23/07	LAVONNE DIXON	Lavonne Dixon	5144 Royal Oak Dr Fruitland Pk Fl
8-23-07	Donna Remmers	Donna Remmers	6220 Royal Oak Dr Fruitland Pk Fl
8-23-07	Marc Meredith	[illegible]	35308 Maple Leaf Dr Fruitland Park, FL
08/23/07	Tanya Meredith	Tanya Meredith	35308 Maple Leaf Dr. FP, FL 34731
8/23/07	Vicki Dobbs	[illegible]	5235 Royal Oak Drive FP, FL 34731
8/23/07	FRANK D. SYDNOR	Frankly D. Sydnor	35231 Maple leaf DR. F.P. FL 34731
8/23/07	James D. Pruitt	[illegible]	5246 Royal Oak Dr. Fruitland Park 34731
8/23/07	Grace D Lemos,	Grace D. Lemos	5362 Royal Oak Dr., Fruitland Pk,

Fruitland Park FL

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8-24-07	Clyde Thomas	Clyde Thomas	5348 Old Hickory Ln Fruitland Park
8-24-07	Myrtle Thomas	Myrtle Thomas	5348 Old Hickory Ln Fruitland Park
8-24-07	C John Pietrowski	[illegible]	5402 Old Hickory Ln FP FL 34731
8-24-07	Ruth Hayes	Ruth Hayes	5410 Old Hickory Ln Fruitland Pk,
8-24-07	HAROLD S. OLLIFF, JR	Harold S. Olliff Jr	5423 Old Hickory Lane, Fruitland Pk 34731
8-24-07	STEPHEN WRESH	[illegible]	35448 WILLOW CIRCLE FRUITLAND PARK 34731
8-24-07	Jerry E. Shuck	Jerry E. Shuck	35443 Willow Circle Fruitland Park FL 34731
8-24-07	MARK LANGLEY	Mark Langley	35430 Willow Circle Fruitland Park
8-25-07	Chuck Alexander	C Alexander	5103 Albert Road, Fruitland Park 71
8-25-07	Sand Alexander	Sand Alexander	SAME AS ABOVE
8/25/07	Robin Wilson	Robin Wilson	5102 Magnolia Terrace FP FL 34731
8/25/07	Karen Lott	Karen Lott	35315 Dogwood Circle F.P. 34731
8/25/07	Mary Matthews	Mary Matthews	35233 Queens Way F.P. 34731
8/25/07	Vicky + Keith Manson	Vicky Manson	35036 Raintree Dr. FP. 34731
8/25/07	BRYAN FOREMAN	Bryan Foreman	5445 TWIN PALMS ROAD FRUITLAND PARK 34731
8/25/07	JOAN G Shook	Joan G. Shook	5239 Magnolia Ter. Fruitland Park FL 34731
8/25/07	PATTY BROWNE	Patty Browne	5250 Magnolia Terr Fruitland Park 34731
8/25/07	Ken Dixon	KEN DIXON	35416 Cross St Fruitland Park 34731
8/25/07	KEN OLIMPIA DIXON	Olimpia Dixon By WKD	Same
8/25/07	TERRY CAMERON	[illegible]	5549 TWIN PALMS RD FRUITLAND PARK FL 34731
8/25/07	Dottie Cameron	Dottie Cameron	5349 Twin Palms Rd Fruitland Park FL 34731
8/25/07	Rick Reichert	Rick Reichert	5329 Royal Oak Dr Fruitland PK 34731
8/25/07	Loma Reichert	Loma Reichert	5329 Royal Oak Dr Fruitland PK 34731

Fruitland Park, FL

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/22/07	Cheryl Taylor	Cheryl Taylor	5306 Royal Oak Dr. Fruitland Park FL 34
8/23/07	Joseph D Warman	[illegible]	5324 Royal Oak Dr Fruitland Park FL 34731
8/24-07	Betsy A Warman	Betsy A. Warman	5324 Royal Oak Dr Fruitland Park FL 34731
8/24/07	Scott Moss	[illegible]	5321 Royal Oak Dr Fruitland Park, FL 34731
8-24-07	Ephraim Taylor	[illegible]	5306 Royal Oak Dr Fruitland Park FL 34
8-24-07	Pandora Jones	[illegible]	5210 Royal Oak Dr Fruitland Park 347
8-24-07	William T Davis	William T Davis	35426 Wild Cherry Ln
8-24-07	Ernest Davis	Ernest Davis	Royal Oak Dr. FP, FL
8-24-07	Kevin Chamberlain	[illegible]	5324 Old Hickory Ln. FP, FL
8-24-07	John Matthews	[illegible]	35233 Queens Way FP, FL
8-24-07	Kristin Coleman	Kristin Coleman	35322 Wild Cherry Ln FP 34731
8-24-07	Steve Rockefeller	Steven Rockefeller	05111 Twin Palms FR 34731
8-24-07	Barbara Rockefeller	Barbara Rockefeller	05111 Twin Palms FP 34731
8-25-07	Jennifer Macone	Jennifer Macone	5409 E. Harbor Dr. FP, FL 3473
8-25-07	Dustin Olsen	[illegible]	5409 E. Harbor Dr. FP, FL 3473
8-25-07	Jill Yopp	Jill Yopp	35225 Queeens Way, FP, FL 347
8-25-07	Doug Yopp	[illegible]	35225 Queens Way, FP, FL 347
8-25-07	Michael Ramesar	[illegible]	5035 Royal Oak Drive FP 3473
8-25-07	Pam Ramesar	Pam Ramesar	5035 Royal Oak Drive FP 3473
8-25-07	[illegible]	[illegible]	5610 Elm Circle FP FL 3473
8-25-07	Pat Maynard	Pat Maynard	5316 Royal Oak Dr, FL, FL 34731
8-25-07	Becky Didjurgis	Becky Didjurgis	5102 Mangolia FL 34731
8-25-07	Jay Williams	Jay Williams	same as above

Fruitland Park FL

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8-26-07	Billy Simmons	Billy Simmons	35149 Queensway Fruitland Park, Fl 34731
8-26-07	Mary Shigley	Mary Shigley	35118 Queens Way Fruitland Park, Fl 34731

Silver Lake Area Leesburg

The undersigned support the following petition:

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/20/07	THERESA M MAURIELL	Theresa M. Mauriell	9820 FORE Rd, Leesburg, FL 34788
8/20/07	Helen Tomczak	HELEN TOMCZAK	33338 Fairway Rd, Leesburg FL 34788
8/20/07	Amelia R. Singleton	Amelia R. Singleton	10035 Bunker Rd, Leesburg 34788
8/20/07	Laurel L King	Laurel L King	9820 Bunker Rd Leesburg 34788
8/20/07	RALPH E King	Ralph King	9820 Bunker Rd Leesburg 34788
8/20/07	Linda Hovanec	Linda Hovanec	9835 - Fore Rd Leesburg 34788
8/20/07	Larry Hovanec	[illegible]	9835 - Fore Rd Leesburg 34788
8/20/07	Bill Pharr	Bill Pharr	33312 Coventry Dr. " 34788
8/20/07	Zhanna S. Pharr	Zhanna S. Pharr	33312 Coventry Dr " "
8-20-07	Vernon L Summers	VERNON L. SUMMERS	33415 GREEN Rd
8-20-07	Marie Summers	MARIE SUMMERS	33415 GREEN Rd " "
8/21/07	Janice Coy	Janice R Coy	10045 BUNKER Rd ✓ 34788
8/22/07	[illegible]	[illegible]	10103 Bunker Rd 34788
8/22/07	Michael R STONE	[illegible]	10148 Bunker Rd 34788
8/22/07	HUGH P. FEELY	Hugh P. Feely	10048 DORSET DR. 34788
8/22/07	G.P. QUINN	G P Quinn	10049 DORSET DR 34788
8/22/07	RONALD VELTON	R Velton	10034 DORSET Dr 34788
8-22-07	Martha O Halstead	Martha O Halstead	33341 Fairway Rd 34788
8-22-07	Marcia McBeth	Marcia M. McBeth	33306 Fairway Rd 34788
8-22-07	Terry L. McCaughlin	Terry L. McCaughlin	10100 MORNINGSIDE DR 34788
8-22-07	Geri McCaughlin	Geraldine A. McCaughlin	10100 Morningside Dr. 34788
8-22-07	Ronald B. Mauriell	Ronald B. Mauriell	9820 Fore Rd 34788

Silver Lake Area
Leesburg

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8-21-07	Chad + Kathryn Heim	Kathryn Heim	10106 Bunker Rd. Leesburg 34788
8-21-07	Alicia Croker	Alicia G. Croker	33214 Coventry Dr, LSBG 34788
8/21/07	Maxene Saunders	Maxene Saunders	33333 Fairway Rd Lsbg, FL 34788
8/21/07	Howard Wheelchel	[illegible]	33311 Tewksbury Dr. LSBG 34788
8/21/07	Trish Wheelchel	[illegible]	33311 Tewksbury Dr Leeb 34788
8-21-07	Katharine Coggins	Katharine Coggins	33436 Fairway Road
8-21-07	Dorothy Fillingham	Dorothy Fillingham	33428 Tewksbury Dr Leesburg FL 34788
8-22-07	DR Kenneth + Sharon Grier	[illegible]	10036 Bunker Rd Leesburg FL 34788
8-22-07	Michael Shaw	[illegible]	33425 Green RD Leesburg 34788
8-22-07	Elaine Lovell	Elaine F. Lovell	33323 Tewksbury Dr, LSBG 34788
8-22-07	Linda and Vern Wright	Linda F. Wright	33310 Somerset Dr. Leesburg, FL 34788
8-22-07	William A. White	William White	33300 Coventry Dr, Leesburg, FL 34788
8-22-07	Roy V Bigelow	Roy V Bigelow	33300 Coventry Dr. Leesburg, FL 34788
8-22-07	Rena Christ	Irene K. Christ	10044 Canterbury Dr Leesburg FL 34788
8-22-07	Mary Jane Youngblood	Mary Jane Youngblood	33222 Coventry Dr. Leesburg, FL 34788
8-22-07	Tom H. Youngblood	Tom H. Youngblood	33222 Coventry Dr. Leesburg, FL 34788-3614
8-22-07	Robert W. Brodeski	Robert W. Brodeski	9840 Bunker Road Leesburg 34788
8-22-07	John + Gaila Patterson	Gaila Patterson	10118 Bunker Rd Leesburg, FL 34788
8-22-07	Chuck + Abby Rice	Abby Rice	10073 Bunker Rd Leesburg, FL 34788
8-22-07	[illegible]		
8-22-07	Melba C. Bassett	Melba C. Bassett	33944 Highland Rd Leesburg FL 34788
8-22-07	Ralph N. Bassett	Ralph N. Bassett	33944 Highland Rd Leesburg FL 34788
8-22-07	Susan Sexsmith	Susan Sexsmith	9385 Silver Lk Dr, Leesburg FL 34788

Silver Lake Leesburg 3

The undersigned support the following petition:

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8-22-07	QUENTIN & MARY ROSS		10110 CANTERBURY DR. LEESBURG, FL. 34788
8-22-07	LAWRENCE COY		10045 BUNKER RD LEESBURG, FL 34788
8/22-07	JACK L. LOVELL		33323 TEWKSBURY DR. LSBG. 34788
8-23-07	WILLIAM K. WHALEY		10020 CANTERBURY DR LEESBURG FL 34788
8-23-07	Charles M. Brown	Charles M. Brown MD	33326 TEWKSBURY DR LEESBURG
8-23-07	Warren Kurtz	Warren Kurtz	10122 Canterbury Dr Leesburg 34788
8-23-07	Lorraine Kurtz	Lorraine Kurtz	10122 Canterbury Dr. Leesburg
8-23-07	Russel B Poitevent	Russell B Poitevent	33206 Coventry DR Leesburg FL 34788
8-23-07	Fred Scarborough	Fred J. Scarborough	10044 Morningside Dr.
8/23/07	LINDA P. SCARBOROUGH	Linda P. Scarborough	10044 Morningside Dr. 34788
8/23/07	DANIEL PAPALEO		33202 Coventry DR 34788
8/23/07	Richard Eichelberger	Richard Eichelberger	10004 Bunker Dr 34788
8/23/07	Cindy Eichelberger	Cindy Eichelberger	10004 Bunker Dr 34788
8/23/07	Thomas L. Tobias	Thomas L. Tobias	10133 Bunker Rd. 34788
8/23/07	Janice G Tobias	Janice G Tobias	10133 Bunker Rd Leesburg 34788
8/23/07	Erin Tobias	Erin C. Tobias	10133 Bunker Rd Leesburg 34788
8/23/07	Robert Goldstein	Robert J. Goldstein	33210 Coventry Dr. Leesburg 34788
8/23/07	Donna Goldstein	Donna Goldstein	33210 Coventry Dr. Leesburg 34788
8/23/07	Jean Calloway	Jean Calloway	33234 Coventry DR Leesburg 34788
8/23/07	K. WAYNE CALLOWAY		33234 Coventry Dr. Leesburg 34788
8/23/07	Donna Ricketts		9844 Fore Rd Leesburg 34788
8/23/07	Gary Ricketts	Gary L Ricketts	9844 Fore Rd Leesburg FL 34788

Silver Lake, Leesburg

The undersigned support the following petition:

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/23/07	LINDA BENNETT		34100 LINDA Lane, Leesburg 34788
8/23/07	THOMAS BENNETT		↓ ↓ ↓
8/23/07	GEORGANNE PAPALEO		33202 Coventry Dr 34788
8-23-07	Lovell Mayle		33333 Somerset Dr 34788
8/23/07	marbel Fisher		33333 Somerset Dr. 34788
8/23/07	Nicholas Przystawski		33300 Tewksbury Dr 34788
8-23-07	Anna McDonald		9926 Bunker Rd., Leesburg 34788
8-23-07	Scott F SHAPIRO		9826 BUNKER RD 34788
8/24/07	Janice S. Kemp		33300 Somerset Dr Leesburg FL 34788
8-24/07	JIM Semesco		9914 Bunker Rd Leesburg FL 34788
8-24-07	JANET CLARKE		33406 FAIRWAY Rd Leesburg FL 34788
8-24-07	Suzanne Przystawski		33300 Tewksbury Dr. Leesburg 34788
8 24 07	GISELE ZAMPERLINI		10100 CANTERBURY DR., LEESBURG, 34788
8-24-07	Allen Adams		10143 Bunker Rd Leesburg, Fl 34788
8-24-07	Kathy Adams		10143 Bunker Rd Leesburg, FL 34788

Morning View
Leesburg

The undersigned support the following petition:

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DATE	PRINT NAME	SIGNATURE	ADDRESS
8/19/07	Lucy Wambsgan	Lucy Wambsgan	1222 LA Salida Way Leesburg FL 34748
8/22/07	William Bilancio	William Bilancio	1225 LA Salida Way Leesburg, FL 34748
8/22/07	Lee Hunter	Lee Hunter	2925 ALTA ST., LEESBURG, FL 34748
8/22/07	Lori Crumpton	Lori Crumpton	1226 La Salida Way Leesburg, FL 34748
8/22/07	Deborah Wooldridge	Deborah Wooldridge	1308 La Salida Way Leesburg, Fl.
8/23/07	ALFONSO Molina	Alfonso Molina	1316 La Salida Way " "
8/23/07	Lucia R. Cardona	Lucia R. Cardona	1325 LA Salida Way Leesburg, Fla
	Carol Chowing	Carol Chowing	1315 La Salida Way Leesburg, FL
8/23/07	Missy Suber	Missy Suber	1223 La Salida Way Lsbg.
8-23-07	CHRISTINE INTVELD	Christine in't Veld	1219 LA SALIDA WAY LSBG.
8-23-07	TIM McRAE	Tim McRae	2926 ALTA STR. LEESBURG, FLA. 34748
8-25-07	Elneta Spell	Elneta Spell	1221 La Salida Way Leesburg, FL 34748
8-25-07	Annelani Norman	Annelani Norman	1217 La Salida Leesburg Fl.
	Bruce Sanford	BRUCE SANFORD	1927 COCOVIA WAY Lsbg
	Doris E Miller	Doris E Miller	2915 COCOVIA WAY
8-25-07	Bob Murphy	Robert Murphy	2913 COCOVIA WAY Leesburg FL 34748
8-25-07	Don Johnson	[illegible]	1215 LA SALIDA WAY
8-25-07	JOYCE BOYER	Joyce Boyer	1302 LA SALIDA WAY, LEESBURG, FL 34748
8-25-07	TED WOLF	[illegible]	2922 ALTA ST LEESBURG, FL 34748
8/26/07	Carie Redman	Carie Redman	1322 La Salida Way Leesburg, FL 34748
8/26/07	ROBERT GLOCKLER	Robert H. Glockler	2918 PORTO BELLO AVE, LEESBURG, FL 34748
8/26/07	Genene Rawls	Genene Rawls	2915 Porto Bello Ave Leesburg FL
8/26/07	JAMES + SARAH GREGG	2932 Portobello AVE	LEESBURG, FLORIDA 34748

Nursing Home
Leesburg

The undersigned support the following petition:

We, the citizens of Florida, and as current customers of Aqua Utilities of Florida (AQUA), petition the State of Florida Public Service Commission (PSC) Commissioners for their support of the Motion to Dismiss **docket # 060368-WS** as submitted by the Office of Public Counsel, Attorney General and as recommended by the PSC staff. We request that the customers be reimbursed, with interest, for monies paid to AQUA as a result of their improper billing practices. We further request that the customers be refunded, with interest, for monies collected by AQUA during the interim rate period. And finally, we request that reverted rates be further reduced whereas they are aligned with other normal, and respectful, operating water municipalities.

DATE	PRINT NAME	SIGNATURE	ADDRESS
8/26/07	Ruby G Spitten	Ruby Spitten	2924 Porto Bella Ave, Leesburg, FL 34748

Webster (Webster JC)

The undersigned support the following petition:

We, the citizens of Florida, and as current customers of Aqua Utilities of Florida (AQUA), petition the State of Florida Public Service Commission (PSC) Commissioners for their support of the Motion to Dismiss **docket # 060368-WS** as submitted by the Office of Public Counsel, Attorney General and as recommended by the PSC staff. We request that the customers be reimbursed, with interest, for monies paid to AQUA as a result of their improper billing practices. We further request that the customers be refunded, with interest, for monies collected by AQUA during the interim rate period. And finally, we request that reverted rates be further reduced whereas they are aligned with other normal, and respectful, operating water municipalities.

DATE	PRINT NAME	SIGNATURE	ADDRESS
8/22/07	ERICKA SKIPPER	Ericka Skipper	11440 CR 675 W. Webster, FL 33597
8-23-07	RICHARD IMON	Richard Imon	11448 CR 675 W WEBSTER 33597
8-23-07	Vattina McGhee	Vattina McGhee	3357 CR 679 Webster, Fl, 33597
8-23-07	Marie Phillips	Marie Phillips	11490 CR 678, Webster Fl. 33597
8/23/07	Woody Collin	Woody Collin	11432 CR 678 WEBSTER 33597
8/23/07	Alice Sells	ALICE SELLS	11432 CR 678 Webster, Fl 33597
8/23/07	JOHN LAWSON	John Lawson	3350 CR 677 WEBSTER FL. 33597
8/23/07	Christina R. Pegg	Christina R Pegg	11392 CR 675 W Webster Fl 33597
8/23/07	Jorge C Medina		3283 CR 675 W Webster Fl 33596
8-23-07	E E Byrum		3263 CR 675 WEBSTER Fl 33596
8-23-07	Jenny Atherton	Jenny Atherton	3241 CR 675 Webster FL 33597
8-23-07	NORMA BEVANS	Norma Bevans	11445 CR 675 WEBSTER 33597
8 23 07	Ronnie L. Driver		3195 CR 675 Webster FL 33597
8 23 07	TERRY DRIVER		3199 CR 675 Webster 33597
8-23-07	RONALD GOSSETT	Ronald Gossett	3209 CR 676 Webster 33597
8-23-07	ETHEL L. COTTER	Ethel L. Cotter	3214 C.R. 676 Webster 33597
8/23/07	Mr + Mrs Joe Cabana	Sandra Cabana	3257 CR 676 Webster 33597

The undersigned support the following petition:

We, the citizens of Florida, and as current customers of Aqua Utilities of Florida (AQUA), petition the State of Florida Public Service Commission (PSC) Commissioners for their support of the Motion to Dismiss **docket # 060368-WS** as submitted by the Office of Public Counsel, Attorney General and as recommended by the PSC staff. We request that the customers be reimbursed, with interest, for monies paid to AQUA as a result of their improper billing practices. We further request that the customers be refunded, with interest, for monies collected by AQUA during the interim rate period. And finally, we request that reverted rates be further reduced whereas they are aligned with other normal, and respectful, operating water municipalities.

DATE	PRINT NAME	SIGNATURE	ADDRESS
8/22/07	Gi Gi Iman	Gigi Iman	11448 CR 675 W Webster FL 33597
8/23/07	Efrain A. Otero	[illegible]	3345 CR 679 Webster FL
8/23/07	Maggie Bowen	Maggie Bowen	11587 CR 678 Webster FL
8-23-07	Mary N. Lindsey	Mary N. Lindsey	11552 CR 678 Webster, FL 33597
8-23-07	Robin Griffith	Robin Griffith	11428 CR 675 Webster FL 33597
8-23-07	Jennifer Griffin	Jennifer Griffin	11451 CR 678 Webster FL 33597
8-23-07	Heather Lauderdmilk	Heather Lauderdmilk	11441 CR 678 Webster FL 33597
8-23-07	Charles Parrish	Charles Parrish	11399 CR 675 W Webster FL 33597
8-23-07	Mary Parker	Mary Parker	11387 CR 675 Webster FL 33597
8-23-07	Darrell Parker	Darrell Parker	11387 CR 675 Webster FL 33597
8-23-07	Carolyn Giffith	Carolyn Giffith	3186 CR 676 Webster FL 33597
8-23-07	Roger Giffith	Roger Giffith	3186 CR 676 Webster FL 33597
8-23-07	Robin Giffith	Robin Giffith	11428 CR 675 Webster FL 33597
8-23-07	Cheryl Rose Cheryl Rose	Cheryl Rose	3244 CR 676 Webster FL 33597
8-23-07	Debbie Allen Debbie	Debbie Allen	3256 CR 676 Webster FL 33597
8-23-07	Jason Allen Jason	Jason Allen	3277 CR 676 Webster FL 33597
8-23-07	Merial Burdeshaw	Merial Burdeshaw	11475 CR 675 Webster, FL 33597
8-23-07	Bonnie Skipper	Bonnie Skipper	11448 CR 675 W Webster FL 33597

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

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August 13, 2007

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[ ] Administrative [ ] Parties [✓] Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Adrienne Gurgurich
600 Osprey Lakes Circle
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Gurgurich:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). PSC staff members assigned to this case have already viewed the disc you included with your letter. We appreciate your time and input. To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. A copy of the Consent Order is enclosed if you are interested in learning more about that process. If you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

The PSC staff is currently working closely with the DEP on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners.

The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further

assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

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NANCY ARGENZIANO
NATHAN A. SKOP

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(850) 413-6480

Public Service Commission

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August 13, 2007

Ms. Janis Dunn
391 Velveteen Place
Chuluota, Florida 32766

FPSC, CLK - CORRESPONDENCE
Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Dunn:

Ms. Diane Merkt with Seminole County Commissioner Bob Dallari's Office has provided the Florida Public Service Commission (PSC or Commission) with a copy of your E-mails to Commissioners Dallari and Henley in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). Also, we received the additional letter that you and Mr. Don Soule mailed to us following the customer meeting in Oviedo. To give the PSC Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mails and letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. A copy of the Consent Order is enclosed if you are interested in learning more about that process. If you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

The PSC staff is currently working closely with the DEP on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further

assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (2)
cc: Ms. Diane Merkt, Seminole County Commissioner Bob Dallari's Office
Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
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(850) 413-6480

Public Service Commission

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August 13, 2007

Mr. & Mrs. Lionel Santiago
222 Velveteen Place
Chuluota, Florida 32766

FPSC, CLK - CORRESPONDENCE
[ ] Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
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Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Santiago:

Thank you for your E-mails to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). In addition, Ms. Diane Merkt with Seminole County Commissioner Bob Dallari's Office has provided us with a copy of the E-mail you sent to Commissioner Dallari on this same subject. To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mails on the correspondence side of the docket file. Also, thank you for taking the time to attend the customer meeting that was held in Oviedo on June 26, 2007. We appreciate your time and your input. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of customer concerns related to the billing practices of Aqua. Some concerns we have heard from other customers include: inconsistent meter readings, variation in the number of days in the billing cycle, modification of account numbers without prior notice, and elimination of the breakdown of the base facility and gallonage charges on the bill. PSC staff are currently investigating Aqua's general billing practices as part of this rate proceeding. If the staff determines that Aqua's billing practices are not in compliance with PSC rules, the staff will recommend to the Commissioners that Aqua be required to modify its billing practices.

Upon reviewing your E-mails I share your concern about your sudden increase in water usage. If you have not yet checked your home for leaks, I would recommend that you do so. When a customer experiences a sudden unexplained increase in consumption, the cause often proves to be an undetected leak within the home. I have enclosed our brochure, "Conserve Your World," that includes information about how to check for leaks and other helpful hints for conserving water and electricity. Also, since your neighbor had an identical level of water usage in June, there may have been a meter reading error. If you believe your recent bills were calculated in error and have not received a satisfactory explanation from the utility, you may file a complaint with the PSC by calling our toll free number 1-800-342-3552. I have enclosed our brochure, "If You Have a Problem with Utility Service or Rates," that describes the PSC's complaint resolution procedures in more detail.

Also, the Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. A copy of the Consent Order is enclosed if you are interested in learning more about that process. If you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

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The PSC staff is currently working closely with the DEP on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket

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The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (4)
cc: Ms. Diane Merkt, Seminole County Commissioner Bob Dallari's Office
Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
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COMMISSIONERS:
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NANCY ARGENZIANO
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STATE OF FLORIDA

DIVISION OF REGULATORY
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DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

August 15, 2007

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[ ] Administrative [ ] Parties [✓] Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Russell Moyer
55636 Lee Street
Astor, Florida 32102

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Russell Moyer:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). I am sorry that you did not receive notice and were not able to attend the service hearing in your area. Thank you for taking the time to write us about your concerns. To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates. I have enclosed a copy of the Special Report that was provided to customers at the service hearing.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
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August 15, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Joan M. Schmidt
7035 Wright Avenue
Tangerine, Florida 32777

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Schmidt:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

You mentioned that you are experiencing problems with water pressure. The Florida Department of Environmental Protection (DEP) has jurisdiction over water pressure requirements. If you continue to experience water pressure problems, you may request that DEP check your water pressure. If you want to request a water pressure check or if you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the DEP on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

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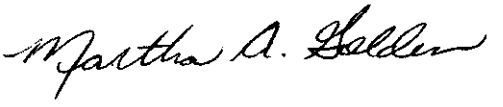
Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further

assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,



Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (1)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
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STATE OF FLORIDA

DIVISION OF REGULATORY
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DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

August 15, 2007

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DOCUMENT NO. 06349-07
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COMMISSION CLERK

Ms. Patricia Jacklitch
13630 Tangelo Street
Sebring, Florida 33875

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Jacklitch:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mail on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

You mentioned your concern about the interim rates that were granted by the PSC. Florida law allows a water or wastewater company that files a petition for a rate increase to also request approval of interim or temporary rates that can be charged while the rate case is being considered by the Commission. Interim rates are granted if the utility demonstrates that it cannot earn its approved rate of return during the eight months a rate case typically takes to resolve.

I have enclosed a copy of Chapter 367.082, Florida Statutes, which defines how the Commission is to determine interim rates in case you would like to learn more about that process. The statute also provides that, if the final rates approved by the Commission are lower than the interim rates, the utility will be required to refund the excess revenue plus interest at a rate established by the Commission.

The Commission is also aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

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assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
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August 15, 2007

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Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Gene Henderson
5741 Pine Street
Tangerine, Florida 32777

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Henderson:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mrs. Doris M. Emerson
81 Jasmine Street
Lake Placid, Florida 33852

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mrs. Emerson:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of customer concerns related to the billing practices of Aqua. Some concerns we have heard from other customers include: inconsistent meter readings, variation in the number of days in the billing cycle, modification of account numbers without prior notice, and elimination of the breakdown of the base facility and gallonage charges on the bill. PSC staff are currently investigating Aqua's general billing practices as part of this rate proceeding. If the staff determines that Aqua's billing practices are not in compliance with PSC rules, the staff will recommend to the Commissioners that Aqua be required to modify its billing practices. If you have a specific bill you believe was calculated in error and have not received a satisfactory response from the utility, you may file a complaint by calling our toll-free number 1-800-342-3552. For your convenience, I have enclosed our brochure, "If You Have a Problem with Utility Service or Rates," that describes the PSC's complaint resolution procedures in more detail.

The Commission is also aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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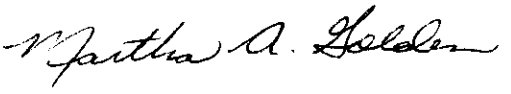
Sincerely,



Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
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Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
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August 15, 2007

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[Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Evelyn Hodge
33427 Picciola Drive
Fruitland Park, Florida 34731

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Hodge:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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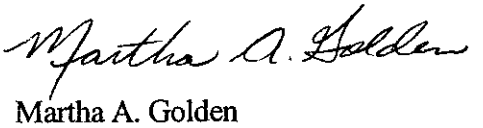
Sincerely,



Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
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Public Service Commission

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August 15, 2007

Ms. Mola Dasi
10615 Azalea Drive
Port Richey, Florida 34668

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Dasi:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). I am sorry that you were not feeling well enough to attend the customer meeting in your area. We appreciate that you took the time to share your concerns with us in writing. To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (1)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

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August 15, 2007

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DISTRIBUTION: _____

Mrs. Josephine Thoms
252 East Pearl Street
Albion, PA 16401

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mrs. Thoms:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the

utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

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Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

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DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mrs. Geraldine P. White
4619 Six Mile Pond Road
Zephyrhills, Florida 33541

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mrs. White:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is also aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
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Mr. & Mrs. Richard Martinez
28911 Tammi Drive
Tavares, Florida 32778

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Martinez:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of customer concerns related to the billing practices of Aqua. Some concerns we have heard from other customers include: inconsistent meter readings, variation in the number of days in the billing cycle, modification of account numbers without prior notice, and elimination of the breakdown of the base facility and gallonage charges on the bill. PSC staff are currently investigating Aqua's general billing practices as part of this rate proceeding. If the staff determines that Aqua's billing practices are not in compliance with PSC rules, the staff will recommend to the Commissioners that Aqua be required to modify its billing practices.

The Commission is also aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (1)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
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Mr. & Mrs. Rudy Gerritsen
2924 Porto Bello Avenue
Leesburg, Florida 34748

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Rudy Gerritsen:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

You mentioned reading articles in the Orlando Sentinel that discussed the high level of trihalomethanes in the water. I would like to put your mind at ease on that particular issue. The articles you have read are referring only to Aqua's Chuluota water system located in Seminole County. I have verified with our staff engineers that there are no trihalomethane problems with Aqua's Morningview system that provides your water service or any of the other Aqua systems located in Lake County. I am sorry that the articles caused you concern about your water system.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (1)
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Mr. Charles E. Fredricks
7117 SW Archer Road, # 2832
Gainesville, Florida 32608

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Fredricks:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of customer concerns related to the billing practices of Aqua. Some concerns we have heard from other customers include: inconsistent meter readings, variation in the number of days in the billing cycle, modification of account numbers without prior notice, and elimination of the breakdown of the base facility and gallonage charges on the bill. PSC staff are currently investigating Aqua's general billing practices as part of this rate proceeding. If the staff determines that Aqua's billing practices are not in compliance with PSC rules, the staff will recommend to the Commissioners that Aqua be required to modify its billing practices.

You mentioned that your daily consumption has increased since the installation of a new meter by Aqua. This is a common occurrence following installation of a new meter. Generally, when a water meter stops functioning properly, it will slow down and fail to accurately record all the water going through the meter. Often the decrease in meter function occurs over a long period and goes unnoticed by the customer. Then when the new meter is installed, the new accurate meter readings give the impression that the customer's usage has increased. In reality, the customer's water usage may be the same as it was with the old slower meter. This may be the reason you have seen an increase in your daily consumption. However, if your usage levels continue to increase even though your usage patterns are the same, you may have an undetected leak in the home. I have enclosed our brochure, "Conserve Your World," which includes helpful hints for conserving water and checking for leaks. If you have specific bills that you believe were calculated in error and have not received a satisfactory response from the utility, you may file a complaint by calling our toll-free number 1-800-342-3552. Also, if you continue to experience problems with Aqua's customer service when you

request assistance, you may file a complaint. For your convenience, I have also enclosed our brochure, "If You Have a Problem with Utility Service or Rates," that describes the PSC's complaint resolution procedures in more detail.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (3)
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Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
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Mr. Robert St. Clair
112 Camellia Drive
Satsuma, Florida 32189

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. St. Clair:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates. Our records indicate that PSC staff member Ms. Bev DeMello previously responded to a letter from Ms. Linda St. Clair on June 19, 2007. As a reminder, Ms. St. Clair's letter was also placed on the correspondence side of the docket file.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the DEP on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (1)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
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(850) 413-6480

Public Service Commission

RECEIVED-FPSC
07 AUG 28 AM 11:35
COMMISSION
CLERK

August 13, 2007

Ms. Charity Rupp
7117 SW Archer Road, Lot 2605
Gainesville, Florida 32608

FPSC, CLK - CORRESPONDENCE
Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Rupp:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mail on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

You mentioned a billing problem you had a couple of months ago. The Commission is aware of customer concerns related to the billing practices of Aqua. Some concerns we have heard from other customers include: inconsistent meter readings, variation in the number of days in the billing cycle, modification of account numbers without prior notice, and elimination of the breakdown of the base facility and gallonage charges on the bill. PSC staff are currently investigating Aqua's general billing practices as part of this rate proceeding. If the staff determines that Aqua's billing practices are not in compliance with PSC rules, the staff will recommend to the Commissioners that Aqua be required to modify its billing practices. If you have not received a satisfactory explanation from the utility regarding your recent billing problem, you may file a complaint with the PSC by calling our toll free number 1-800-342-3552. I have enclosed our brochure, "If You Have a Problem with Utility Service or Rates," that describes the PSC's complaint resolution procedures in more detail.

You also mentioned your concern about the interim rates that were granted by the PSC. Florida law allows a water or wastewater company that files a petition for a rate increase to also request approval of interim or temporary rates that can be charged while the rate case is being considered by the Commission. Interim rates are granted if the utility demonstrates that it cannot earn its approved rate of return during the eight months a rate case typically takes to resolve.

I have enclosed a copy of Chapter 367.082, Florida Statutes, which defines how the Commission is to determine interim rates in case you would like to learn more about that process.

The statute also provides that, if the final rates approved by the Commission are lower than the interim rates, the utility will be required to refund the excess revenue plus interest at a rate established by the Commission.

The Commission is also aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (3)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
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Public Service Commission

August 15, 2007

FPSC, CLK - CORRESPONDENCE
Administrative ☐ Parties ☐ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Charles M. Davis, Sr.
8103 Plank Road
Dillwyn, VA 23936

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Davis:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of customer concerns related to the billing practices of Aqua. Some concerns we have heard from other customers include: inconsistent meter readings, variation in the number of days in the billing cycle, modification of account numbers without prior notice, and elimination of the breakdown of the base facility and gallonage charges on the bill. PSC staff are currently investigating Aqua's general billing practices as part of this rate proceeding. If the staff determines that Aqua's billing practices are not in compliance with PSC rules, the staff will recommend to the Commissioners that Aqua be required to modify its billing practices. If you have a specific bill that you believe was calculated in error and have not received a satisfactory response from the utility, you may file a complaint by calling our toll-free number 1-800-342-3552. For your convenience, I have enclosed our brochure, "If You Have a Problem with Utility Service or Rates," that describes the PSC's complaint resolution procedures in more detail.

The Commission is also aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further

assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
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NANCY ARGENZIANO
NATHAN A. SKOP

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DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

RECEIVED-FPSC
07 AUG 28 AM 11:35
COMMISSION
CLERK

August 14, 2007

Mr. and Mrs. John W. Mansfield
5528 Flamingo Avenue
Lakeland, Florida 33809

FPSC, CLK - CORRESPONDENCE
[ ] Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. and Mrs. Mansfield:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

Your letter mentions that your account number was changed. The Commission is aware of customer concerns related to the billing practices of Aqua. Some concerns we have heard from other customers include: inconsistent meter readings, variation in the number of days in the billing cycle, modification of account numbers without prior notice, and elimination of the breakdown of the base facility and gallonage charges on the bill. PSC staff are currently investigating Aqua's general billing practices as part of this rate proceeding. If the staff determines that Aqua's billing practices are not in compliance with PSC rules, the staff will recommend to the Commissioners that Aqua be required to modify its billing practices.

Your letter also indicates that you have experienced some problems with your service in the past. If you have future problems and do not receive a satisfactory response from the utility, you may file a complaint by calling our toll-free number 1-800-342-3552. Also, if you experience future problems with not being able to view utility information at the library specified in any notice that you receive, please feel free to call our toll-free number to request assistance from a PSC staff member to resolve the issue. For your convenience, I have enclosed our brochure, "If You Have a Problem with Utility Service or Rates," that describes the PSC's complaint resolution procedures in more detail.

Regarding your question about your utility system's name, there is no difference between the former Florida Water Services Corporation's Lake Gibson system and Aqua's Lake Gibson Estates Utility Company. Each of the water and wastewater systems that was previously owned by Florida Water and then purchased by Aqua are referred to by unique system name related to that service area.

Many of the system names are associated with particular developments that the systems were built to serve. The system names are used for accounting and recordkeeping purposes only. The Aqua notice that you referenced simply used an extended version of your system's name. I am sorry for any confusion or concern that this may have caused.

The Commission is also aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
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MATTHEW M. CARTER II
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NATHAN A. SKOP

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DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

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COMMISSION
CLERK

August 14, 2007

Mr. and Mrs. William Trotter
4506 Hancock Court
Sunny Hills, Florida 32428

FPSC, CLK - CORRESPONDENCE
☒ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. and Mrs. Trotter:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

You mentioned your concern about being charged a wastewater charge for water you use outside your home. I would like to share some information with you to help alleviate that concern. The PSC recognizes that a portion of the water used by residential customers is not returned to the wastewater system for treatment. The industry standard is 80 percent of all water used by a residential customer is used inside the home and the remaining 20 percent is used outside the home for purposes such as lawn irrigation, washing cars, or washing pets.

This standard is applied to your wastewater rates in two ways. First, when the PSC approves a utility's rates, a factor is used in the rate calculation to reflect that only 80 percent of the residential water usage will be returned to the wastewater system. You do not see this adjustment on your bill because it is embedded in the actual rate that is charged. If we did not make this type of adjustment in the rate calculation, the utility would need to reduce your wastewater gallons each month before calculating your total bill. Making the adjustment to the gallonage charge is a simpler and more reliable approach to achieving the correct result on your utility bill.

Second, your wastewater bill is capped at a specific level of usage known as a residential wastewater gallonage cap. The cap for the Sunny Hills system is currently set at 6,000 gallons per month. This means that regardless of how much water you actually use, you will only be billed wastewater charges for a maximum of 6,000 gallons per month. Incidentally, the 6,000 gallon cap is the lowest cap that is currently authorized by the PSC.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I

provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (1)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
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Public Service Commission

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COMMISSION
CLERK

August 15, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Stanley Ferguson
5720 Jacaranda Avenue
Lakeland, Florida 33809

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Ferguson:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of customer concerns related to the billing practices of Aqua. Some concerns we have heard from other customers include: inconsistent meter readings, variation in the number of days in the billing cycle, modification of account numbers without prior notice, and elimination of the breakdown of the base facility and gallonage charges on the bill. PSC staff are currently investigating Aqua's general billing practices as part of this rate proceeding. If the staff determines that Aqua's billing practices are not in compliance with PSC rules, the staff will recommend to the Commissioners that Aqua be required to modify its billing practices.

You mentioned that you were unable to reconcile your May bill. I have reviewed the bill and believe the discrepancy is due to implementation of the utility's interim rates during that billing period. The billing period shown on that bill ran from April 4, 2007 to May 4, 2007. The utility's interim rates became effective on April 12, 2007. Consequently, the portion of your bill that covered your usage from April 4 through April 11 was billed at the old rates, and the remainder of your bill from April 12 through May 4 was billed at the higher interim rates. If you still have concerns about this bill or other bills that you believe were calculated in error, and have not received a satisfactory response from the utility, you may file a complaint by calling our toll-free number 1-800-342-3552. Also, if you continue to have problems with Aqua's customer service when you request assistance, you may file a complaint. For your convenience, I have enclosed our brochure, "If You Have a Problem with Utility Service or Rates," that describes the PSC's complaint resolution procedures in more detail.

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
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DANIEL M. HOPPE, DIRECTOR
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COMMISSION
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Public Service Commission

August 14, 2007

Mr. Joey Purvis
561 Yellow Tail Place
Chuluota, Florida 32766

FPSC, CLK - CORRESPONDENCE
Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Purvis:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mail on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

You mentioned your concern about being charged a wastewater charge for water you use outside your home. I would like to share some information with you to help alleviate that concern. The PSC recognizes that a portion of the water used by residential customers is not returned to the wastewater system for treatment. The industry standard is 80 percent of all water used by a residential customer is used inside the home and the remaining 20 percent is used outside the home for purposes such as lawn irrigation, washing cars, or washing pets.

This standard is applied to your wastewater rates in two ways. First, when the PSC approves a utility's rates, a factor is used in the rate calculation to reflect that only 80 percent of the residential water usage will be returned to the wastewater system. You do not see this adjustment on your bill because it is embedded in the actual rate that is charged. If we did not make this type of adjustment in the rate calculation, the utility would need to reduce your wastewater gallons each month before calculating your total bill. Making the adjustment to the gallonage charge is a simpler and more reliable approach to achieving the correct result on your utility bill.

Second, your wastewater bill is capped at a specific level of usage known as a residential wastewater gallonage cap. The cap for the Chuluota system is currently set at 6,000 gallons per month. This means that regardless of how much water you actually use, you will only be billed wastewater charges for a maximum of 6,000 gallons per month. Incidentally, the 6,000 gallon cap is the lowest cap that is currently authorized by the PSC.

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Public Service Commission

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07 AUG 28 AM 11:35
COMMISSION CLERK

August 14, 2007

Mr. Marc Pitters
511 Granite Circle
Chuluota, Florida 32766

FPSC, CLK - CORRESPONDENCE
Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Pitters:

The Office of United States Senator Mel Martinez has provided the Florida Public Service Commission (PSC or Commission) with a copy of your letter in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

Your letter indicates that you have experienced problems with Aqua's Customer Service. If you have future problems and do not receive a satisfactory response from the utility, you may file a complaint by calling our toll-free number 1-800-342-3552. For your convenience, I have enclosed our brochure, "If You Have a Problem with Utility Service or Rates," that describes the PSC's complaint resolution procedures in more detail.

The Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. A copy of the Consent Order is enclosed if you are interested in learning more about that process.

Also, you mentioned that you are experiencing low water pressure. The PSC staff is aware that Aqua is providing water pressure at 25 PSI in the Chuluota area. While this is low, it is above the minimum 20 PSI required by the DEP. If you continue to experience water pressure problems, you may request that DEP check your water pressure. If you want to request a water pressure check or if you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

The PSC staff is currently working closely with the DEP on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (3)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

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August 8, 2007

FPSC, CLK - CORRESPONDENCE
Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Judith Clymer
131 Parkview Circle
Lake Placid, Florida 33852

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Clymer:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). In addition, Marty Mielke with Representative Denise Grimsley's Office forwarded your letter to the PSC. To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mails on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (1)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
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August 15, 2007

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[ ] Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Sandra L. Alexander
05103 Albert Road
Fruitland Park, Florida 34731

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Alexander:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is also aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the

utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (1)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
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Public Service Commission

August 15, 2007

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DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Carl L. Gibson
1008 Coleman Street
Charlottesville, VA 22901

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Gibson:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of customer concerns related to the billing practices of Aqua. Some concerns we have heard from other customers include: inconsistent meter readings, variation in the number of days in the billing cycle, modification of account numbers without prior notice, and elimination of the breakdown of the base facility and gallonage charges on the bill. PSC staff are currently investigating Aqua's general billing practices as part of this rate proceeding. If the staff determines that Aqua's billing practices are not in compliance with PSC rules, the staff will recommend to the Commissioners that Aqua be required to modify its billing practices. If you have a specific bill that you believe was calculated in error and have not received a satisfactory response from the utility, you may file a complaint by calling our toll-free number 1-800-342-3552. For your convenience, I have enclosed our brochure, "If You Have a Problem with Utility Service or Rates," that describes the PSC's complaint resolution procedures in more detail.

The Commission is also aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further

assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

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August 15, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Betty Woodard
7117 SW Archer Road #15
Gainesville, Florida 32608

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Woodard:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of customer concerns related to the billing practices of Aqua. Some concerns we have heard from other customers include: inconsistent meter readings, variation in the number of days in the billing cycle, modification of account numbers without prior notice, and elimination of the breakdown of the base facility and gallonage charges on the bill. PSC staff are currently investigating Aqua's general billing practices as part of this rate proceeding. If the staff determines that Aqua's billing practices are not in compliance with PSC rules, the staff will recommend to the Commissioners that Aqua be required to modify its billing practices. If you have a specific bill that you believe was calculated in error and have not received a satisfactory response from the utility, you may file a complaint by calling our toll-free number 1-800-342-3552. For your convenience, I have enclosed our brochure, "If You Have a Problem with Utility Service or Rates," that describes the PSC's complaint resolution procedures in more detail.

The Commission is also aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

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Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further

assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
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COMMISSION
CLERK

August 15, 2007

FPSC, CLK - CORRESPONDENCE
[ ] Administrative [ ] Parties [✓] Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Linda B. Mickle
1771 SW Archer Road, Lot 111
Gainesville, Florida 32608

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Mickle:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of customer concerns related to the billing practices of Aqua. Some concerns we have heard from other customers include: inconsistent meter readings, variation in the number of days in the billing cycle, modification of account numbers without prior notice, and elimination of the breakdown of the base facility and gallonage charges on the bill. PSC staff are currently investigating Aqua's general billing practices as part of this rate proceeding. If the staff determines that Aqua's billing practices are not in compliance with PSC rules, the staff will recommend to the Commissioners that Aqua be required to modify its billing practices. Your letter indicates that you did not receive the credit shown on your bill. If you actually paid the $76.83 before the utility applied the credit to your bill, the amount you paid should have been applied to your next bill or you should have been issued a refund check. If you still have concerns about that bill and have not received a satisfactory response from the utility, you may file a complaint by calling our toll-free number 1-800-342-3552. For your convenience, I have enclosed our brochure, "If You Have a Problem with Utility Service or Rates," that describes the PSC's complaint resolution procedures in more detail.

The Commission is also aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further

assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
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STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

August 15, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

RECEIVED-FPSC
07 AUG 28 AM 11:35
COMMISSION CLERK

Mr. & Mrs. Ward W. Sparks
33520 Picciola Drive
Fruitland Park, Florida 34731

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Sparks:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). I am sorry that you were not able to attend the service hearing in your area. Thank you for taking the time to write us about your concerns in advance. To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates. I have enclosed a copy of the Special Report that was provided to customers at the service hearing.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

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Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

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Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
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Public Service Commission

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07 AUG 28 AM 11:35
COMMISSION CLERK

August 15, 2007

FPSC, CLK - CORRESPONDENCE
Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. & Mrs. Earl Davidson
27645 Lois Drive
Tavares, Florida 32778

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Davidson:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of customer concerns related to the billing practices of Aqua. Some concerns we have heard from other customers include: inconsistent meter readings, variation in the number of days in the billing cycle, modification of account numbers without prior notice, and elimination of the breakdown of the base facility and gallonage charges on the bill. PSC staff are currently investigating Aqua's general billing practices as part of this rate proceeding. If the staff determines that Aqua's billing practices are not in compliance with PSC rules, the staff will recommend to the Commissioners that Aqua be required to modify its billing practices. If you have a specific bill that you believe was calculated in error and have not received a satisfactory response from the utility, you may file a complaint by calling our toll-free number 1-800-342-3552. For your convenience, I have enclosed our brochure, "If You Have a Problem with Utility Service or Rates," that describes the PSC's complaint resolution procedures in more detail.

Also, you mentioned that you are experiencing problems with water pressure. The Florida Department of Environmental Protection (DEP) has jurisdiction over water pressure requirements. If you continue to experience water pressure problems, you may request that DEP check your water pressure. If you want to request a water pressure check or if you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the DEP on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
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DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

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07 AUG 28 AM 11:35
COMMISSION
CLERK

August 7, 2007

FPSC, CLK - CORRESPONDENCE
[ ] Administrative [ ] Parties [✓] Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. & Mrs. Bill Lee
5513 Prince Avenue
Sebring, Florida 33875

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Lee:

Thank you for providing the Florida Public Service Commission (PSC or Commission) with a copy of the letter you sent to Senator Alexander, Representative Grimsley, and Representative Troutman in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). Our records indicate that Ms. Bev DeMello sent you a letter on June 19, 2007 in response to your first letter to the PSC on this matter. To give the Commissioners and staff an opportunity to review and understand your concerns, we have placed both of your letters on the correspondence side of the docket file. As Ms. DeMello indicated in her letter to you, all customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

Again, thank you for taking the time to share your concerns with us. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
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NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Public Service Commission

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07 AUG 20 AM 9:58
COMMISSION CLERK

August 16, 2007

Ms. Katherine Barrett
2134 Sunny Hills Blvd.
Chipley, Florida 32428

Re: Complaint Regarding Aqua Utilities Florida, Inc. - Docket No. 060368-WS

Dear Ms. Barrett:

Thank you for your letter dated August 1, 2007, in which you expressed your concerns regarding: the plant operating only on one well, the adequacy of the water pressure for fire flow, whether the utility can stop you from drilling a well, and erroneous billing. To ensure the Commission staff and the Commissioners have knowledge of your concerns; your letter has been placed on the correspondence side of the docket file for all to review.

We understand your concerns regarding a single well operation. Aqua has three wells (two wells in service and the No. 1 well out of service) which are providing service to the Sunny Hills community. During the engineering field investigation, staff discovered this situation and we discussed it with the Florida Department of Environmental Protection (FDEP). FDEP is the regulatory agency that governs Aqua Utilities, Inc. Staff was informed by FDEP that in early 2004, well No. 1 was taken off-line for maintenance and replacement of the casing. Water samples collected from the well indicated the level of iron exceed the maximum contamination level (MCL). Currently, the utility is participating in a pilot study what will involve the introduction of polyphosphate to sequester the iron. According to FDEP, if this is successful, the utility will request a permit for the permanent introduction of polyphosphate. FDEP did not provide an anticipated date of completion.

You also inquired about the interim increase recently approved. Aqua petitioned the Commission for an increase in rates and charges. As part of its filing, Aqua requested interim rates. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case.

To determine a prima facie entitlement for interim rate relief, the utility must demonstrate it is earning below it authorized range of reasonableness of its rate of return. This demonstration is based upon the filing submitted by the utility and due to the statutory time, there is not sufficient time to conduct an audit on the financial information. The statute contemplates this limitation and that is why the interim is subject to refund. However, the formula for interim is established by statute and staff ensures the increase is based on this calculation.

On March 27, 2007, the Commission approved the utility's interim rate increase request. These interim rates will remain in effect through the resolution of the utility's rate case. Therefore, there is no method for the customers to receive relief from the approved interim rates. However, these interim rates are held subject to refund, with interest based on the commercial paper rate, pending the completion of the utility's rate case. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

When set by the Commission, rates are designed to recover a utility's prospective operating expenses. First, a historical "test year" is chosen. For Aqua, the historical test year is the twelve months ending December 31, 2005. The investment, capital structure, and operating expenses for the utility are based on actual costs booked by the utility in its general ledger. These costs are then audited by the Commission to determine a reasonable level. Aqua used these historical costs to project expected plant investment, capital structure, and operating expenses through the twelve month period ending December 31, 2007. Aqua proposed this twelve month period as representing costs on a "going-forward" basis, since rates are designed to recover costs prospectively. Pursuant to Section 367.081(2), F.S., the Commission shall consider the cost of providing water and wastewater service, including debt interest, working capital, maintenance, depreciation, tax and operating expenses incurred in the operation of all property used and useful in public service. The utility's rates are designed to recover, not only the utility's operating expenses, but also allow the utility an opportunity to recover a fair rate of return on its investment used to provide water and wastewater service to its customers. The statute further allows an allowance for growth for customers to be served five years after the end of the test year, when determining property constructed or to be constructed. The fair rate of return is established by the Commission when making the final decision on the utility's request.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. The PSC's auditors have also examined the utility's

I hope the information I provided has been responsive to your concerns. If you have any further questions or in need of additional assistance do not hesitate to contact me at (850) 413-7001 or e-mail me at gedwards@psc.state.fl.us.

Sincerely,

Gerald D. Edwards
Engineering Specialist III

GDE

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Bulecza-Banks, Edwards)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

records and have published the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

In regards to the utility providing or failure to provide adequate fire protection, staff discovered this issue during its field investigation. We discussed this issue with FDEP and during its last inspection, which was conducted on February 22, 2007; FDEP acknowledged that the utility did not have sufficient storage capacity to provide fire protection. In addition, FDEP is currently addressing this issue with the utility.

With respect to the utility having the right to dictate to land/homeowners whether not they can have a well for drinking water and household use on their own property, the local municipality via County and/or City ordinances in conjunction with the Water Management District determines whether you can drill a well. The utility does not have any control over this manner.

In regards to your concern of in correct billing, this was discovered during staff's investigation and is an issue which we have questioned the utility via formal discovery. Staff will address this issue in its recommendation to the Commission.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee.

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case.

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07 AUG 28 AM 11:34
COMMISSION
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5513 Prince Avenue
Sebring, FL 33875

July 2, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ECR, GCL

State Senator J. D. Alexander
State Representative Denise Grimsley
State Representative Baxter Troutman

Re: PSC Docket No. 060368-WS-Aqua Utilities FL, Inc.

I am contacting each of you for your assistance to intercede in the current excessive charges for water by Aqua Utilities Florida, Inc., 1100 Thomas Avenue, Leesburg, FL 34748-0310.

We reside in a small development in Highlands County called Sebring Lakes. The area shallow wells became contaminated, some years ago, by EDB and nitrates from surrounding groves. When this was discovered, the State provided residents with filters at State expense. After years of this, a gentleman named Howard Short worked with the state's financial assistance and put in a public water system for Sebring Lakes. Hookup was provided to any who wished to be connected at a cost of around $8.00 base rate per month. The system was sold a couple of years ago and our base rate went up to $9.68 a month with an additional cost of $2.19 per thousand gallons of water. For our normal water usage, we have been paying $28.60 per month and have been pleased with the service we receive.

Recently we received notice that Aqua has had approval from PSC to charge us an INTERIM RATE OF $47.37 per month BASE RATE, up from $9.68, as well as an increase to $10.73 per thousand gallons for water. With our normal water usage, our bill will be $101.00 per month, and the requested final rate (sometime after the first of 2008) will cost us $28.82 base plus $[illegible] per

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thousand gallons per month ($57.37). Quite an increase from $28.60! Many people in our development are retirees on fixed incomes and some are young people trying to raise families. We desperately need your help in this effort. We should not be held hostage for whatever investments Aqua has made. It is our understanding that Aqua has put lines from our water system north to Josephine Drive, and south to Leisure Lakes Development. If this is true, there is no way our system can stand the added demands. At the time these two areas were added, the water quality has gone down hill. Please use your influence to protect us from a utility company that seems to be making very bad business decisions and expecting existing customers to pay for their mistakes.

We look forward to hearing from you.

Sincerely,

Bill Lee
Charlotte Lee

Bill and Charlotte Lee
(863-655-2761
(712)884-2556
(863)446-7463 (cell)
(863)446-0977 (cell)

cc: Beverlee S. DeMello
Assistant Director
Public Service Commission

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO.
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07 AUG 28 AM 10: 14
COMMISSION CLERK

Name DENNIS MHYRE

Address 1810 CREST DR.
LAKE WORTH, FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

AS A CONSUMER AND HOME OWNER
I DO NOT NEED TO PAY A HIGHER
WATER BILL, SINCE THE COST OF OWNING
A HOME INSURANCE, TAXES ETC. ARE
ALREADY A PROBLEM FOR ANYONE LIVING
ON A FIXED INCOME.
THERE SHOULD NOT BE AN INCREASE
IN MY WATER BILL

X Dennis Mhyre
8/27/07

Fold and tape – see back for address

Matilda Sanders

From: Ruth McHargue
Sent: Tuesday, August 28, 2007 10:04 AM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: 5615337549, 1 page(s)

Attachments: FAX.TIF

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07 AUG 28 AM 10: 14
COMMISSION
CLERK

Add to docket file 060368

From: Consumer Contact
Sent: Tuesday, August 28, 2007 9:41 AM
To: Ruth McHargue
Subject: FW: 5615337549, 1 page(s)

To CLK, Aqua Utilities docket 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 5615337549, 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

```
----------------------------------------
  Received On:        8/27/2007 6:56 PM
  Number of Pages:    1
  From (CSID):        5615337549
  From (ANI):
  Sent to DID:

  Duration of Fax:    0:00:43
  Transfer Speed:     14400

  Received Status:    Success
  Number of Errors:   0
  Port Received On:   RockForceOCTO+ Port 6
----------------------------------------
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FAX.TIF (20 KB)

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

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☐ Administrative ☐ Parties ☑ Consumer
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07 AUG 28 AM 9:45
COMMISSION CLERK

Name Edith Litsheim

Address 35127 Ada Avenue
Zephyrhills, FL 33541

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I am a retired widow 59 years old, living alone in Zephyr Shores Mobile Home Park at the above address. All the residents in our park are over 55 years old and living on fixed incomes.

A rate increase for water and sewer utilities would be a definite hardship. My budget is strained now to keep up on paying taxes, insurance, maintenance fees and to pay continually rising utility costs.

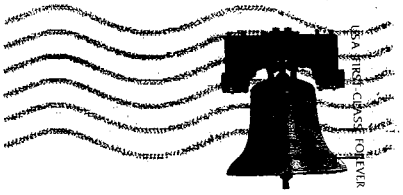
During the summer I return to Wisconsin to be near my family, going back to Florida in November. I had the water shut off at my mobile home when I left on May 7, 2007. Your company sent me a bill for more than $99 in August. Naturally I refused to pay it and wrote a protest letter to your Billing Dept., to which I have received no reply! Not good!

Fold and tape -- see back for address

Edith Litsheim
35127 Ada Ave.
Zephyrhills, FL 33541

MADISON WI 537

24 AUG 2007 PM 1 T



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

Fold Here

DISTRIBUTION CENTER
07 AUG 28 AM 7:10

Tape

Fold Here

Matilda Sanders

From: Gary Schwerdt [gschwerdt@cfl.rr.com]
Sent: Monday, August 27, 2007 6:58 PM
To: Martha Golden; Bev DeMello; Janet Brunson
Cc: Consumer Contact; Records Clerk
Subject: Aqua Utilities, Docket No. 060368 - WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO.
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COMMISSION CLERK

Bev, et al,

Can you please see that the comments below get to the Commissioners by tomorrow morning? Thanks.

Gary Schwerdt

PSC Commissioners:

I would like to offer my comments for the record with regard to Aqua Utilities, Docket No. 060368 – WS.

I'd like to offer the perspective that the inaccuracy, audacity, and arrogance with which Aqua Utilities conducts business is a mirror image of its inability to execute on day-to-day operations. An example of that inaccuracy appeared in a recent story in the Orlando Sentinel newspaper --- dated August 26, 2007 (http://www.orlandosentinel.com/news/local/orl-aqua2607aug26,0,1614218.story) wherein comments attributed to Aqua Regional President Christopher Franklin stated that Aqua is the only party in this rate case that has not had the opportunity to formally comment – among customers, the office of the public counsel, and the PSC staff: "What this has been so far is a one-sided trial," he said. "The company has not had its day in court yet."

The fact is that Aqua has had dozens, if not hundreds of opportunities to provide public and formal commentary on every pertinent fact in this case, for example in the opening of the Oviedo Service Hearing in City Council Chambers on 6/26/087, when it addressed the Commission before any of its customers had a chance to speak. More important, it has had opportunity after opportunity, over a 3 year-period to respond to omissions, explain why it misstated facts and finances, or did not comply with guidelines. To suggest that everyone but Aqua has had the opportunity to provide relevant information is tantamount to saying that all of the PSC's activities (not to mention AG and Office of Public Counsel's) never took place or were worthless. What was the point of all of the citations, requests for data from SJRWMD, PSC staff, etc. --- if not to allow Aqua the opportunity to provide comment?

On a personal note, I applaud the public process and discourse provided to Florida taxpayers in this matter. For me, the experience of becoming active in this issue has been an opportunity to move away from apathy and be engaged. The meeting in Oviedo on 6/26/07 was a wonderful example of democracy in motion, and provided an opportunity for first-hand experience in how testimony, facts, and history can support a PSC decision that serves the good of the state and its citizens.

I can promise that like others in my community, I will continue to be engaged for as long as it takes to produce a reasonable long-term solution for Chuluota. As a taxpayer and citizen of Florida, I demand nothing more than attention to the facts and pertinent data in this case. That data points to Aqua having questionable business principles, irresponsible billing practices, terrible customer service, poor-quality water at exorbitant rates, and an inability to conduct business per any reasonable guidelines. In addition, its stated corporate goal is to buy any utility with poor infrastructure and then get rates increased --- all the while gouging the taxpayers and making profits for its shareholders. Is it in Florida taxpayers' best interests to support the financial dreams of any company that chooses to take advantage of us?

In summary, having Aqua as a water utility is simply unacceptable. Enough facts have been provided to support a logical decision: support the Joint Motion to Dismiss, rollback the rates (still exorbitant and in dire need of reduction), refund the interim rates with interest, and apply the appropriate fines. Now is the time to govern this utility in a responsible and reasonable manner. Following that, let's find the logical long-term solution worthy of our support and finances.

Thank you in advance for your considerations.

Gary Schwerdt
342 Osprey Lakes Circle
Chuluota, FL 32766

8/28/2007

CMP | COM | CTR | ECR ✓ | GCL ✓ | OPC | RCA | SCR | SGA | SEC | OTH

Matilda Sanders

From: Ruth McHargue
Sent: Tuesday, August 28, 2007 9:32 AM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks; Bev DeMello; Martha Golden
Subject: FW: Aqua Utilities, Docket No. 060368 - WS

Add to docket file

From: Consumer Contact
Sent: Tuesday, August 28, 2007 9:27 AM
To: Ruth McHargue
Subject: FW: Aqua Utilities, Docket No. 060368 - WS

To CLK

From: Gary Schwerdt [mailto:gschwerdt@cfl.rr.com]
Sent: Monday, August 27, 2007 6:58 PM
To: Martha Golden; Bev DeMello; Janet Brunson
Cc: Consumer Contact; Records Clerk
Subject: Aqua Utilities, Docket No. 060368 - WS

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Thank you in advance for your considerations.

Gary Schwerdt
342 Osprey Lakes Circle
Chuluota, FL 32766

Matilda Sanders

From: Ruth McHargue
Sent: Monday, August 27, 2007 5:08 PM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities water service

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add to docket file 060368

From: Don Oldham [mailto:oldtime76@bellsouth.net]
Sent: Monday, August 27, 2007 11:57 AM
To: Consumer Contact
Cc: sandy Adaqms; Ron McKay
Subject: Aqua Utilities water service

I am one of the customers from Chuluota attending the meeting held in Oviedo.Due to my medical problems I will be unable to attend August 28,2007 meeting in Tallahassee.I want you to understand that I fully support our represenative, Kelly Sullivan in her effort to bring justice to situation.My position is as hers, (1) dismiss pending rate increase,(2) rescind interim rate increase, (3)refund the difference in the rate increase plus interest,(4)that PSC require Aqua to imitate immediate action to improve and provide better quality of water that does not jeopardize our health. As Ron McKay has stated,we have no interest in cutting any deals with Aqua Utilities and equally important for PSC not too.

The punitive efforts of the past does not compensate for the dispicabl service and charges I have endured over the past three years. We are entitled to be furnished clean and safe water. Our very lives depend on it. Anything less is unacceptable and PSC must make sure that such conditions do not continue.

D W Oldham,282 Velveteen Pl., Chuluota, Fl. 32766

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Matilda Sanders

From: Ruth McHargue
Sent: Monday, August 27, 2007 5:09 PM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 10547

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO.
DISTRIBUTION: ECR/GCL

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COM
CTR
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GCL /
OPC
RCA
SCR
SGA
SEC
OTH

add to docket file 060368

-----Original Message-----
From: Consumer Contact
Sent: Monday, August 27, 2007 9:30 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 10547

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, August 26, 2007 12:42 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 10547

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Nancy Evans
Telephone: 407-760-1697
Email: eevans5150@aol.com
Address: 319 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Nancy Evans
Account Number: 0008954430638372
Address: 319 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
To whom it may concern:

Attached in these files are pictures of my child and family pet as well as evidence of misreads, missed appointments, and general negligence on Aqua Utilities part.

The first picture is of our dog Maggie and my son Aidan at the time we moved to this location in December 2003. Everyone is healthy as you can see.

The 2nd picture is of our dog Maggie in June 2006. She was very sick and unable to function. This picture was taken by my child the morning Maggie died. She was known to be sick beginning 10 weeks after we moved here and deteriorated from that point on until she finally died.

The 3rd picture is also of our dog Maggie. This picture was also taken by my child the day Maggie died. Notice this is a ?picture of a picture? of Maggie. My child is holding the picture with his own hand as he takes the picture. This was a child?s way of keeping his pet alive after he knew she would not come back. He used an entire roll of film that morning. He explained that he could ?always take pictures of Maggie?s pictures? and that would make him feel better. We cried for days over the unexplained and premature loss of our pet.

My child was also very ill upon moving to this location. He had terrible flues, vomiting, diarrhea and dehydration that could never be explained. We switched him to filtered water right away in the spring of 2004, but did not think the water was bad for the dog and at that

point we had not received notices about the toxins. The dog continued to drink the water and we were not aware of the toxins until November 2005. Even at that time, the notice that was sent to us was vague and it seemed as if it was not that important since it wasn?t even being sent to the elementary school with 800 children, apartments or nursing homes. We thought how bad could it be? It must just be a standard notice. If it was really dangerous to drink the water we would surely receive a notification more solid and important then that one seemed to be. We continued to let Maggie drink the water from November 2005 until June 2006 when she died.

Over those 2 ? years, our dog Maggie was seen many times by our animal hospital. The doctor could not find an explanation for her tumors, nervous system issues and high liver readings. He asked if there was any way possible she could be taking in an unusual amount of water since he knew of no other way for her to show those kinds of readings. We just kept answering ?no?; not realizing it wasn?t the amount of water, but what was in the water.

Attached are copies of the animal hospital records. You can follow the timeline from April of 2004 until her death in June 2006. We see now that the huge lump on her right side began only 10 weeks after moving here. The tumors continued to spread to other parts of her body and the large one grew to the size of a softball. Her liver issue did not manifest itself until October of 2005. Coincidently, one month before the first ?notice to the public? warning came from Aqua. The animal hospital ruled out Cushing?s and still could not really explain her head tilt, dizziness and elevated liver readings. We thought she may have eaten something in the yard (she was an inside pet) or just maybe aging. Until then, she had always been relatively healthy and normal for her pure bread history.

If (2) liters of this water for 70 years can cause cancer (per Aqua and the EPA ? which admitted in a public hearing in June 2007 that an actual study has never been done) then what will it do to someone or something weighing 30 pounds over a period of two and half years? I guess we know now.

On another note, I find it quite a surprise that the private school down the street from me said the regulators test their well water on a regular basis and they would never be allowed to have those kinds of readings without amending them immediately. How come we are not regulating the public utilities the same way? I also heard of deformities, miscarriages and evidence of liver cancer while attending the hearing in June. Not to mention a new day care center that has had unusually sick children since it opened, with exception of the infants which were only given bottled water with their formula. How can this happen?

It may be too late for our family, but we hope to save others from this injustice. Below is a summary of how Aqua Utilities and the entities that regulate them have affected our family?s life:

- A violently sick toddler.
- Deterioration of our otherwise healthy beloved family pet that began with our move here and ultimately ended with her death.
- A cost of approximately $3,000 in animal hospital bills in 2 ? years trying to help and save our pet?s life.
- A cost of approximately $10,000 to our household in water bills for polluted water and fake billings over a four year period. We only have (2) adults and (1) small child living in our household. (We could live in a country club for that amount)
- A cost of $1500 for missed work waiting for Aqua to show up on missed appointments.
- An unknown cost to repair plumbing from corroded pipes and fittings in our newly constructed home that the builder will not cover. We have not been able to use our main shower for over 6 months due to blockage. These problems are caused by the build up of bad water. We are told only installing our own $3,000 water treater/softener will help. We have neighbors who have already had to spend this money.
- An unkown depreciation of property value. Our homes are selling for $30 to $60 less per square foot compared to subdivisions ? a mile away which are serviced by another water utility. People are scared to move here and cannot afford the $200 to $600 per month water bill. We can?t hide the bad water and high bills since it is all over our local television reports and newspapers such as the Orlando Sentinel.
- Personal time of approximately 80 hours tracking readings, calling customer service, going to hearings, waiting for appointments, waiting on hold, helping spread the notice (per their letter to post and spread knowledge to the public about the bad quality of the water).
- The cost of endless water filters at $50 dollars each so we can brush our teeth and cook dinner safely.
- Children that are not able to take baths due to toxins being absorbed into the skin. My child has not taken a ?bath? since May. The last bath he had here, he had diarrhea and nausea for two days afterwards.
- Emotional stress of watching your neighbor fight an unknown self attacking organ

disease the first two years of residency here while they try to raise two babies and hold down their jobs. An illness that not even Shams Hospital could define. Only chemotherapy, high doses of steroids and switching to a well and filtered water put him in remission.
- The worry of what I am doing to the local children. I am a small business owner and send children to drink water during every gymnastic class I teach. A must for a healthy exercise program. Now I know the water is not healthy, only damaging.

We are only (1) family. To this day, there are still many who do not even realize the danger they are in. Today I met a young UCF student who just moved here from Wisconsin. She is living in Chuluota and got a new puppy today. She had NO IDEA our water was polluted. The list is endless.

We have lived in multiple cities in central Florida as well as other states and have never experienced these types of circumstances. Please, please help us. This situation is completely irresponsible and someone needs to be held accountable. At the least, we deserve the right to clean, affordable water. We are not living in a third world country, or are we?

Sincerely,

Nancy Evans
***I am unable to attach pictures, meter logs and evidence. I have pictures to prove misreads and over billing. Please advise the best way to send this to you.

Matilda Sanders

From: Ruth McHargue
Sent: Monday, August 27, 2007 5:08 PM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: My contact

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-----Original Message-----
From: Webmaster
Sent: Monday, August 27, 2007 11:37 AM
To: Consumer Contact
Subject: RE: My contact

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, August 27, 2007 11:39 AM
To: Webmaster
Cc: ddedering1@cfl.rr.com
Subject: My contact

Contact from a Web user

Contact Information:
Name: Ken Dedering
Company:
Primary Phone:
Secondary Phone:
Email: ddedering1@cfl.rr.com

Response requested? Yes
CC Sent? Yes

Comments:
Yes, I usually know how to spell...

OBSENE is OBSCENE times three.

Please don't let these guys (I'm being polite) get away with this...

Thank you

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Matilda Sanders

From: Ruth McHargue
Sent: Monday, August 27, 2007 5:07 PM
To: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: My contact

FPSC, CLK - CORRESPONDENCE
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docket file 060368

-----Original Message-----
From: Webmaster
Sent: Monday, August 27, 2007 11:31 AM
To: Consumer Contact
Subject: RE: My contact

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, August 27, 2007 11:13 AM
To: Webmaster
Cc: ddedering1@cfl.rr.com
Subject: My contact

Contact from a Web user

Contact Information:
Name: Ken Dedering
Company: retired on fixed income
Primary Phone: 407-538-2770
Secondary Phone:
Email: ddedering1@cfl.rr.com

Response requested? Yes
CC Sent? Yes

Comments:
You are meeting to discuss the Aqua Utilities problem tomorrow. I live in Chuluota and I am currently paying "triple" the cost for water/sewer ($146 for 4,000 gallons of water)as compared to the public utilities in this county.

This is not just wrong...
This is OBSENE !!!!!

This company bought a defective system knowing that they could gouge the customers because the State law lets them. Let common sense prevail for once. Roll back their greed and only let them charge us the usual "double" rate!

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

PLEASE NOTE:

A LOT OF AQUA CUSTOMERS UP NORTH THIS TIME OF YEAR AN UNABLE TO SIGN THIS PETITION

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO.
DISTRIBUTION: GCL, ECR

The undersigned support the following petition:

We, the citizens of Florida, and as current customers of Aqua Utilities of Florida (AQUA), petition the State of Florida Public Service Commission (PSC) Commissioners for their support of the Motion to Dismiss **docket # 060368-WS** as submitted by the Office of Public Counsel, Attorney General and as recommended by the PSC staff. We request that the customers be reimbursed, with interest, for monies paid to AQUA as a result of their improper billing practices. We further request that the customers be refunded, with interest, for monies collected by AQUA during the interim rate period. And finally, we request that reverted rates be further reduced whereas they are aligned with other normal, and respectful, operating water municipalities.

DATE	PRINT NAME	SIGNATURE	ADDRESS
8/21/07	Oscar Owens	Oscar Owens	5328 Prince Ave Sebring fl 33875
8/22/07	Julie Jilcott	JULIE JILCOTT	4904 GRAND CONCOURSE SEBRING
8/22/07	Scott Johnson	Scott Johnson	4904 GRAND CONCOURSE SEBRING
8/22/07	Ashley King	Ashley King	4517 Sebring Lakes Blvd N
8/22/07	Cody Shaw	Cody Shaw	4517 Sebring Lakes Blvd N
8/22/07	Elaine Henry	Elaine Henry	141[illegible] Dr
8/22/07	Dale Williams	Dale Williams	1533 Lake Josephine Drive
8/22/07	JOANNE-CLARK	Joanne Clark	1503 Wilson drive
	JAMES S. CLARK	James Clark	1503 Wilson drive
8/22/07	Gerald Fuller	Gerald Fuller	1212 Alexis St.
8/22/07	Aretha Fuller	Aretha Fuller	1212 Alexis St.
8/22/07	Kenneth Fuller	Kenny Fuller	1212 alexis st
8/22/07	Irene Gollehon	Irene Gollehon	1207 Alexis St.
8/22/07	Ramona Cassel	Ramona Cassel	123 Leona dr Sebring fl 33875
8/22/07	Weldon Whitehead	WELDON WHITEHEAD	124-Marrero-D R
8/22/07	DEBORAH WHITEHEAD	Deborah Whitehead	124-Marrero-D-R
8/22/07	Gertrude Kennedy	Gertrude Kennedy	103 Sharon Ave 33875
8/22/07	Brittany Clark	Brittany Clark	107 Sharon Ave
8-22-07	JEAN A NIELSEN	Jean A Nielsen	1830 Sentinel Pt. Rd. Seb.
8-22-07	Richard C. Nielsen	Richard C Nielsen	1830 Sentinel Pt Rd Seb. Fla

ELAINE PANOZZO
13305 BYRD ST
SEBRING, FL 33875

FLORIDA PUBLIC SEVICE COMMISSION
OFFICE OF COMMERCE CLERK
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-0850

DOCKET #
060368-WS

To Whom It May Concern:

I spoke at the meeting held at 10 a.m. on May 16, 2007 at the St. Johns Water Management District. I have new issues concerning the way Aqua Utilities Florida does business. The trailer park I Live in has it's own septic system, which raises the question of why, we the residents of Silver Lake Oaks Mobile Home Park, are being charged sewer rates. Also, in view of this, should they not have to refund all of the sewer charges that we have paid?

I have enclosed copies of my water bills with the charges in question circled. I would appreciate answers to these questions and concerns. Thank you for your time.

Sincerely,

Linda Hefti

Linda Hefti
7017 Silver Lake Drive Lot 39
Palatka, Fl 32177
Phone: (386)326-8860 Confidential

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AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

LINDA HEFTI
7017 SILVER LAKE DR LOT 39
PALATKA FL 32177-8984

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
)068-38-0310-4-2	7017 SILVER LAKE DR LOT 3	2/15/06	3/07/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 93730958	R	1/03/06	2/06/06	34	250	250	0

USAGE HISTORY		
ONE YEAR AGO	WATER BASE FACILITY CHARGE	15.79
2	SEWER BASE FACILITY CHARGE	20.08
LAST MONTH		
1		
LAST YEAR AVG		
2		

FOR CUSTOMER SERVICE, CALL 100-250-7532

PAY THIS AMOUNT 35.87

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

LINDA HEFTI
7017 SILVER LAKE DR LOT 39
PALATKA FL 32177-8984

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
)068-38-0310-4-2	7017 SILVER LAKE DR LOT 3	3/20/06	4/10/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
?G01 93730958	R	2/06/06	3/02/06	24	251	250	1

USAGE HISTORY	
ONE YEAR AGO	2
LAST MONTH	0
LAST YEAR AVG.	2

'OR CUSTOMER :ERVICE, CALL :00-250-7532

WATER BASE FACILITY CHARGE	15.79
WATER USAGE	~~4.11~~
SEWER BASE FACILITY CHARGE	20.08
SEWER USAGE	8.29
PAY THIS AMOUNT	48.27

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

LINDA HEFTI
7017 SILVER LAKE DR LOT 39
PALATKA FL 32177-8984

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-38-0310-4-2	7017 SILVER LAKE DR LOT 3	4/19/06	5/09/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 93730958	R	3/02/06	4/04/06	33	251	251	0

USAGE HISTORY
ONE YEAR AGO
2
LAST MONTH
1
LAST YEAR AVG.
1

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	15.79
SEWER BASE FACILITY CHARGE	20.08
PAY THIS AMOUNT	35.87

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

LINDA HEFTI
7017 SILVER LAKE DR LOT 39
PALATKA FL 32177-8984

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
)068-38-0310-4-2	7017 SILVER LAKE DR LOT 3	5/18/06	6/07/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
:G01 93730958	R	4/04/06	5/02/06	28	252	251	1

USAGE HISTORY

ONE YEAR AGO	2
LAST MONTH	0
LAST YEAR AVG.	1

OR CUSTOMER ERVICE, CALL)0-250-7532

WATER BASE FACILITY CHARGE	15.79
WATER USAGE	4.11
SEWER BASE FACILITY CHARGE	20.08
SEWER USAGE	8.29
PAY THIS AMOUNT	48.27

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE.
SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

LINDA HEFTI
7017 SILVER LAKE DR LOT 39
PALATKA FL 32177-8984

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-38-0310-4-2	7017 SILVER LAKE DR LOT 3	6/19/06	7/10/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 93730958	R	5/02/06	6/01/06	30	253	252	1

USAGE HISTORY

ONE YEAR AGO	2
LAST MONTH	1
LAST YEAR AVG.	1

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	15.79
WATER USAGE	4.11
SEWER BASE FACILITY CHARGE	20.08
SEWER USAGE	8.29
PAY THIS AMOUNT	48.27

CURRENT BALANCE DUE UPON RECEIPT. PAST DUE 20 DAYS FROM STATEMENT DATE. SERVICE IS NOW SUBJECT TO DISCONNECT ON PREVIOUS BALANCE, IF ANY.

Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1-800-250-7532. Or visit us at www.aquautilitiesflorida.com to see your report.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO:

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

LINDA HEFTI
7017 SILVER LAKE DR LOT 39
PALATKA FL 32177-8984

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-38-0310-4-2	7017 SILVER LAKE DR LOT 3	8/14/06	9/05/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 93730958	R	7/07/06	8/01/06	25	255	254	1

USAGE HISTORY

ONE YEAR AGO	3
LAST MONTH	1
LAST YEAR AVG.	1

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	15.79
WATER USAGE	4.11
SEWER BASE FACILITY CHARGE	20.08
SEWER USAGE	8.29
PREVIOUS BALANCE	48.27
PAY THIS AMOUNT	96.54

YOUR PREVIOUS BALANCE IS PAST DUE. YOU MUST REMIT IMMEDIATELY OR SERVICE IS SUBJECT TO DISCONNECT. IF DISCONNECTED, SERVICE WILL BE RESTORED WITHIN 24 HOURS OF RECEIPT OF PAYMENT.

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

LINDA HEFTI
7017 SILVER LAKE DR LOT 39
PALATKA FL 32177-8984

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-38-0310-4-2	7017 SILVER LAKE DR LOT 3	9/15/06	10/05/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 93730958	R	8/01/06	9/05/06	35	256	255	1

USAGE HISTORY

ONE YEAR AGO	LAST MONTH	LAST YEAR AVG.
2	1	1

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	15.79
WATER USAGE	4.11
SEWER BASE FACILITY CHARGE	20.08
SEWER USAGE	8.29
PREVIOUS BALANCE	48.27
PAY THIS AMOUNT	96.54

YOUR PREVIOUS BALANCE IS PAST DUE. YOU MUST REMIT IMMEDIATELY OR SERVICE IS SUBJECT TO DISCONNECT. IF DISCONNECTED, SERVICE WILL BE RESTORED WITHIN 24 HOURS OF RECEIPT OF PAYMENT.

AQUA UTILITIES FLORIDA, INC.
P O BOX 1787
NEWARK NJ 07101-1787

LINDA HEFTI
7017 SILVER LAKE DR LOT 39
PALATKA FL 32177-8984

ACCOUNT NUMBER	SERVICE ADDRESS	STATEMENT DATE	DUE DATE
0068-38-0310-4-2	7017 SILVER LAKE DR LOT 3	10/17/06	11/06/06

METER NUMBER	CLASS	SERVICE USED FROM	SERVICE USED TO	# OF DAYS	METER READING CURRENT	METER READING PREVIOUS	USAGE
RG01 93730958	R	9/05/06	10/02/06	27	256	256	0

USAGE HISTORY
ONE YEAR AGO
2
LAST MONTH
1
LAST YEAR AVG.
1

FOR CUSTOMER SERVICE, CALL 800-250-7532

WATER BASE FACILITY CHARGE	15.79
SEWER BASE FACILITY CHARGE	20.08
PREVIOUS BALANCE	48.27
PAY THIS AMOUNT	84.14

YOUR PREVIOUS BALANCE IS PAST DUE. YOU MUST REMIT IMMEDIATELY OR SERVICE IS SUBJECT TO DISCONNECT. IF DISCONNECTED, SERVICE WILL BE RESTORED WITHIN 24 HOURS OF RECEIPT OF PAYMENT.

AQUA

Service To:
LINDA HEFTI
7017 SILVER LAKE DR LOT 39
PALATKA, FL 32177-8984
Lot: 0009000 Block:

Account Number
000906501 0648874
SILVER LAKE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
November 10, 2006	**$ 84.13**	**December 06, 2006**

Meter Data

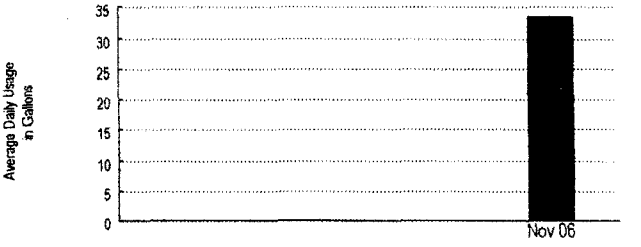
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93730958	5/8	11/01/06	30	Actual	257000	1,000	Gallons
		10/02/06		Actual	256000		

Average Daily Usage = 33 Gallons Total Days: 30 Total Usage: 1,000 Gallons

Billing Detail

mount Owed from Last Bill	$ 35.86
otal Payments Received	0.00
alance	**35.86**
/ater Base Facility Charge	15.79
1,000 gallons @ $0.00411 per gallon	4.11
urrent Water Charges	19.90
ewer Base Facility Charge	28.37
mount Due 12/06/06	**$ 84.13**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▨ **Customer**

Message Center

1336448

AQUA

Service To:
LINDA HEFTI
7017 SILVER LAKE DR LOT 39
PALATKA, FL 32177-8984
Lot: 0009000 Block:

Account Number
000906501 0648874
SILVER LAKE OAKS

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e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due dat

Bill Date	Total Amount Due	Due Date
December 07, 2006	**$ 87.85**	**December 29, 200**

Meter Data

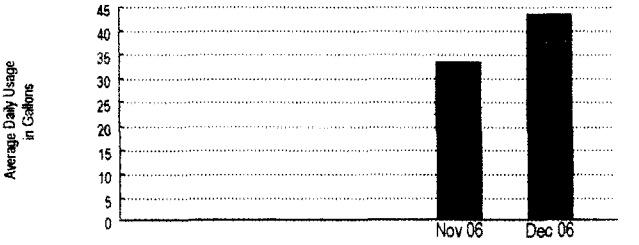
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93730958	5/8	12/01/06	30	Actual	258300	1,300	Gallon
		11/01/06		Actual	257000		

Average Daily Usage = 43 Gallons Total Days: 30 Total Usage: 1,300 Gallon

Billing Detail

Amount Owed from Last Bill	$ 84.13
Total Payments Received	48.27
Balance	**35.86**
Water Base Facility Charge	15.79
1,300 gallons @ $0.00411 per gallon	5.34
Current Water Charges	21.13
Sewer Base Facility Charge	30.86
Amount Due 12/29/06	**$ 87.85**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

AQUA

Service To:
LINDA HEFTI
7017 SILVER LAKE DR LOT 39
PALATKA, FL 32177-8984
Lot: 0009000 Block:

Account Number
000906501 0648874
SILVER LAKE OAKS

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762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

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

Bill Date	Total Amount Due	Due Date
February 07, 2007	**$ 60.68**	**March 01, 2007**

Meter Data

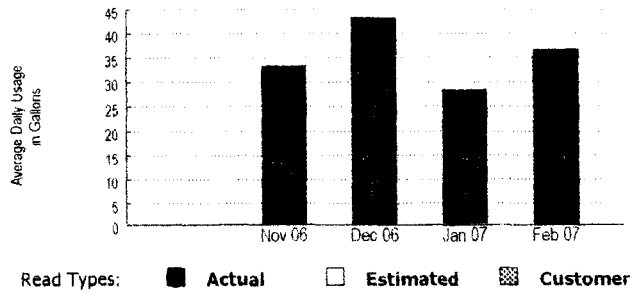
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93730958	5/8	02/01/07	30	Actual	260300	1,100	Gallons
		01/02/07		Actual	259200		

Average Daily Usage = 36 Gallons Total Days: 30 Total Usage: 1,100 Gallons

Billing Detail

Amount Owed from Last Bill	$ 99.02
Total Payments Received	87.85
Balance	**11.17**
Water Base Facility Charge	15.79
1,100 gallons @ $0.00411 per gallon	4.52
Current Water Charges	20.31
Sewer Base Facility Charge	20.08
1,100 gallons @ $0.00829 per gallon	9.12
Current Sewer Charges	29.20
Amount Due 03/01/07	**$ 60.68**

Water Usage History



Message Center

1336448

FL2544258

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

AQUA

Service To:
LINDA HEFTI
7017 SILVER LAKE DR LOT 39
PALATKA, FL 32177-8984
Lot: 0009000 Block:

Account Number
000906501 0648874
SILVER LAKE OAKS

Aqua Utilities Florida, Inc.
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Bryn Mawr, PA 19010-3489

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Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
March 08, 2007	**$ 147.39**	**March 30, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93730958	5/8	03/01/07	28	Actual	264400	4,100	Gallons
		02/01/07		Actual	260300		

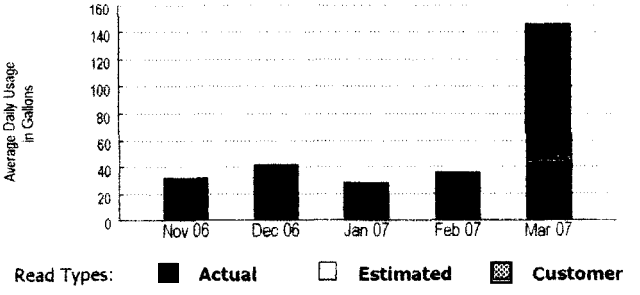
Average Daily Usage = 146 Gallons Total Days: 28 Total Usage: 4,100 Gallons

Billing Detail

Amount Owed from Last Bill	$ 60.68
Total Payments Received	0.00
Balance	**60.68**
Water Base Facility Charge	15.79
4,100 gallons @ $0.00411 per gallon	16.85
Current Water Charges	32.64
Sewer Base Facility Charge	20.08
4,100 gallons @ $0.00829 per gallon	33.99
Current Sewer Charges	54.07
Amount Due 03/30/07	**$ 147.39**

60.68
86.71

Water Usage History



Message Center

1336448

FL2544258

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

AQUA

Service To:
LINDA HEFTI
7017 SILVER LAKE DR LOT 39
PALATKA, FL 32177-8984
Lot: 0009000 Block:

Account Number
000906501 0648874
SILVER LAKE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
April 24, 2007	**$ 102.44**	**May 16, 2007**

Meter Data

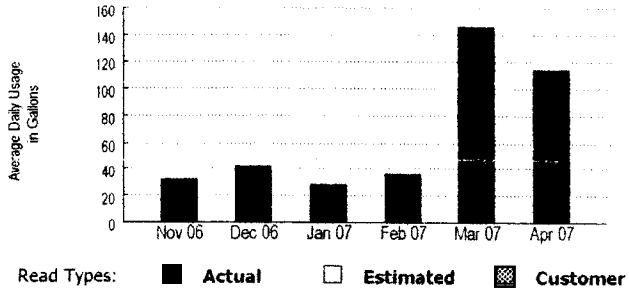
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93730958	5/8	04/09/07	39	Actual	268900	4,500	Gallons
		03/01/07		Actual	264400		

Average Daily Usage = 115 Gallons Total Days: 39 Total Usage: 4,500 Gallons

Billing Detail

Amount Owed from Last Bill	$ 147.39
Total Payments Received	147.39
Balance	**0.00**
Current Water Charges	39.03
Current Sewer Charges	63.41
Amount Due 05/16/07	**$ 102.44**

Water Usage History



Message Center

1336448 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL2544258

AQUA

Service To:
LINDA HEFTI
7017 SILVER LAKE DR LOT 39
PALATKA, FL 32177-8984
Lot: 0009000 Block:

Account Number
000906501 0648874
SILVER LAKE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 09, 2007	**$ 189.48**	**May 31, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93730958	5/8	05/02/07	23	Actual	271900	3,000	Gallons
		04/09/07		Actual	268900		

Average Daily Usage = 130 Gallons Total Days: 23 Total Usage: 3,000 Gallons

Billing Detail

Amount Owed from Last Bill	$ 102.44
Total Payments Received	0.00
Balance	**102.44**
Water Base Facility Charge Water at Old Rate	1.05
261 gallons @ $0.00411 per gallon	1.07
Current Water Charges At Old Rate	2.12
Water Base Facility Charge Water at Current Rate	14.60
Next 2,739 gallons @ $0.00543 per gallon	14.87
Current Water Charges at Current Rate	29.47
Current Water Charges	31.59
Sewer Base Facility Charge Sewer at Old Rate	1.34
261 gallons @ $0.00829 per gallon	2.16
Current Sewer Charges At Old Rate	3.50
Sewer Base Facility Charge Sewer at Current Rate	19.85
Next 2,739 gallons @ $0.01172 per gallon	32.10
Current Sewer Charges at Current Rate	51.95
Current Sewer Charges	55.45
Amount Due 05/31/07	**$ 189.48**

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

RECEIVED-FPSC

07 AUG 27 AM 10: 06

COMMISSION
CLERK

FLORIDA PUBLIC SERVICE COMMISSION
OFFICE OF COMMISSION CLERK
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-0850

RE: AQUA UTILITIES FLORIDA, INC
DOCKET #060368-WS

This letter is in regards to the severe increase in water and wastewater rates by Aqua Utilities by the FPSC dated June 2007.

The report indicates that the FPSC has already granted Aqua Utilities an interim rate increase which is around 35% and they are now requesting an additionally (outrageous) increase of around 300%.

My husband and I , as residents of Palm Port, would like to recommend the FPSC deny the final rate requested and also allow only a modest rate increase now and in the future as there are a lot of residents here that would be unable to pay such an unacceptable increase as this including us.

Sincerely,

Mr. And Mrs. James F. Kelly
106 Magnolia Drive
E. Palatka, Fl 32131
386-326-3996

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO._____
DISTRIBUTION: ECR/GCL

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN PUTNAM COUNTY, FLORIDA BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring these systems in July 2004. Since then, the Utility will have invested approximately $180,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of more than $800 per customer. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the sewage treatment facility, as well as replacing deteriorating pipe that carries waste to the plant. The upgrades also include new security equipment a[illegible] [illegible]atment facilities to comply with federal regulations. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Putnam County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Putnam County Library
601 College Road
Palatka, Florida 32177
Phone: 386.329.0126

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – May 16, 2007 at 10:00 a.m. at the St. Johns Water Management District Resource Management Building, Rooms 136A&B, 4049 Reid Street, Palatka, Florida 32177, and May 16, 2007 at 6:00 p.m. at the City Commission Chambers, Gainesville City Hall, 200 E. University Avenue, Gainesville, Florida 32601.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

PALM PORT MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 12.57	$ 16.60	$ 34.17
	Present Rates	**Interim Rates**	**Proposed Final Rates**
Total consumption	$ 4.43	$ 5.85	-
< 6,001 (Residential)			$ 6.97
Over 6,000 (Residential)			$ 8.71

PALM PORT MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 20.28	$ 28.65	$ 66.10
	Present Rates	**Interim Rates**	**Proposed Final Rates**
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	$ 8.26	$ 11.67	$ 18.71

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060369-WS

Florida Public Service Commission
ref# 745541W
ref# 738220W
please refer to case ref. #'s

RECEIVED-FPSC
07 AUG 27 AM 10:06
COMMISSION CLERK

Name Jason Conrad

Address 1712 Katherine CT
Lake Worth, FL 33461

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☐ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ECR/GCL

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

100% against this rate increase!! It is unjustifiable. Personally, I have had many problems with Aqua Utilities Florida, Inc. I have made numerous complaints against them & have multiple case #'s with the Florida Pubic Service Commission: ref# 745541W & ref# 738220W. My normal water usage each month should be 7,500 gallons to 8,500 gallons. Aqua Utilities has twice billed me for over 9,000 gallons in a month which I complained was wrong or incorrect. Aqua Utilities promised me their water meters to don't jump ahead or speed up. I just payed these bills rather than argue more with the customer service. Last month Aqua Utilities is billing me for supposedly using 35,400 gallons in 27 days time in my July billing cycle. Obviously I am disputing this right now!! Aqua Utilities is inaccurately reading & charging/billing us the customers for water! while they ask for rate increases. It's wrong! please see other pages to continue

Fold and tape – see back for address

STAMP

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

Fold Here

Fold Here

The following are problems I have had with Aqua Utilies FL.:

① Very Inaccurate meter readings which they are overbilling me the customer. Ex: 35,400 gallons used in July bill used in 27 days in billing cycle. (Incorrect)

- my usage is normally 7,000 gal to 5,500 gal per/month not 35,400! I am disputing this bill!

② Very bad customer service experiences.

- I have been laughed at, hung up on, and talked down to by many customer service reps working for Aqua Utilities. I have names & Id #'s of reps. & supervisors who laughed, ignored, & aggrevated the situation rather than provide customer support. I have made complaints within Aqua Utilities & the Florida Public service Commission.
- I have had problems with the Field Coordinator Bill Dean who was very uncooperative with helping me resolve this water usage billing problem/error reading of 35,400 gallons in one month!
- I have spoke to many customer service representatives many supervisors, field directors, & even the CEO Jack Lawrence.
- I am very unhappy as a customer & their service is horrible & unacceptable!

③ Insufficient boil water notices! I have never been notified by Aqua Utilies when there is a boil water notice in effect. Never a phone call, never a hanger on my home's door, never any signs in the neighborhood! I see notices on the news later than I stop using the water, never has Aqua Utilities made any effort to notify my neighborhood!

(4) Fire hydrants - it was brought to my attention in a town meeting against the water rate increases held at the public library in Greenacres that our neighborhood Lake Osborne Estates doesn't have the required water pressure at our Fire hydrants.

★ (5) Polluted water supplied by Aqua Utilities FL
- please see attached/enclosed newspaper article water like Leaves more bad taste. This article comes from Seminole County FL. where Aqua Utilities serves many customers residential & Commercial.
★ - Aqua Utilities is in violation also for water color in Lake Osborne Estates
- Main points of article & my Concerns

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↳ This concerns me as I am already a Cancer patient with NS Hodgkins lymphoma.

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Conclusion:

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I have never in my 30 yrs. of life have ever experienced such horrible service! I feel this rate increase is outrageous and unacceptable & unaffordable! I am a disabled cancer patient on disability with a very limited income. Me along with many other residents in situations like mine cannot afford these huge 600% increased rates. How come there is not a cap on how high this monopolized company can raise rates especially with all these problems affecting the customers. I have also signed a neighborhood petition, was sworn in & spoke against these increases & explained my problems in a town meeting against Aqua Utilities at the public library in Greenacres.

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Please stop these rate increases!!!

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Jason Conrad
(561) 201-4196

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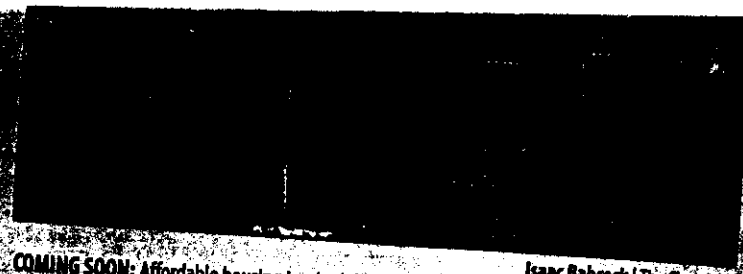
■ Please see HOUSING | A3



Isaac Babcock | The Chronicle

COMING SOON: Affordable housing is scheduled to spring up in Oviedo on Broadway Street.

Isaac Babcock | The Chronicle

It will hold 10,000 visitors.

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The 45,000 seats are fill-

Water hike leaves more bad taste

By Isaac Babcock
THE CHRONICLE

CHULUOTA — Residents have gotten used to their water leaving a film in their glasses and smelling funny, Virginia Chadwick still swims in it every day she gets the chance, because she says she's too old to care. She's been in Chuluota for 50 years. It's been more of a bother than a worry, she said.

"Every once in a while the water gets cloudy or bad-look- [illegible] pose and drink it."

When the water last year was tested as having more than twice the Environmental Protection Agency's maximum allowable limit for chemicals linked to cancer, she didn't mind either. She's [illegible] residents recently [illegible] that dirty water was about to cost a lot more, they couldn't take it anymore. It was deja vu all over again.

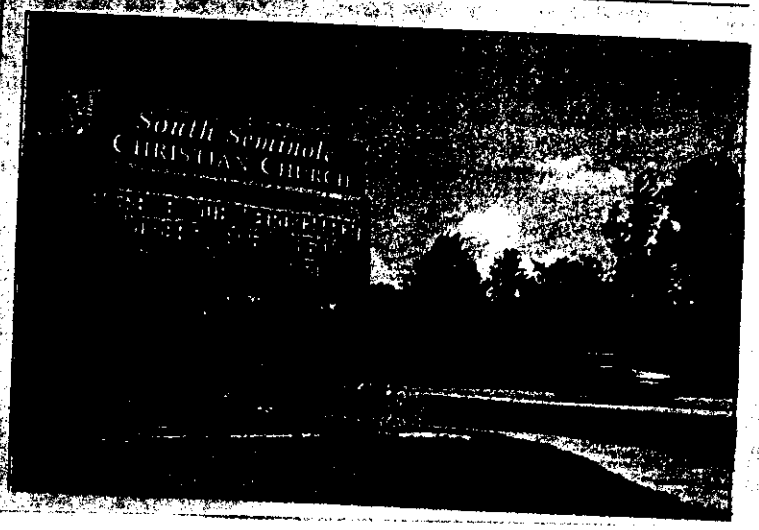
"This happens quite often if you go back in the history of this water," said Deb Schafer, a local environmental and political activist. "I can think of two times that this company has failed the test and then tried to raise the rates."

When Chuluota residents opened their mailboxes in the middle of July last year, they received a big surprise: their water, supplied by Aqua Utilities Florida, had just failed a big test. Trihalomethanes are a byprod- [illegible] becoming infec- [illegible] when the levels get too high, long-term exposure may lead to kidney, liver or nervous system problems.

A letter sent out by AUF said that residents could continue using the water, but warned that pregnant women should seek another water source.

But according to residents in Chuluota's Deptry Landing subdivision, the letters only made it to residences, not businesses or schools. It's at those schools, such as Joan Walker Elementary,

■ Please see WATER | A4



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...n Hitt used his closing remarks at
...Trustees meeting to address the 90
...Democratic Society delivered to him
...an end to the ties between UCF and

...ilitary research, Hitt said, the board
... broad policy decision to not allow
... at all, restricting the ability of stu-
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...h a policy decision.

■ CENTRALFLORIDAFUTURE.COM

...ICE BRIEFS

Willow Drop Way

...and May 25 an unoccupied house
...ay in Oviedo was robbed. ...
...s smashed. Stolen items included
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...ered in Winter Springs

...n. Saturday, Winter Springs Police
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...ice for felony theft.

...gs at Oviedo mall

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■ COMPILED BY ROBYN SIDERSKY

Photos by ... / The Chronicle

HONORING THE ... Oviedo's American Legion post planted American flags ... Day last weekend. Above, flags fly next to tombstones marking ... veterans who served dating back to the Civil War.

Chuluota: increase is more than annoyance

From WATER | A1

that a handful of pregnant teachers work, drinking the water that Aqua Utilities Florida said might not be fit to drink.

When residents opened their mailboxes in May, the surprise got worse. A new letter from the utility company told residents that they're going to face a rate increase. Some residents immediately complained that their combined water and sewer rates would more than triple in cost.

For people like David Johansson, with a family of four, the increased cost is more than an ...

... bill was $159 last month. ... always yelling at the kids to take quick showers. We just can't afford it."

The homeowner's association of Osprey Landing already launched a Web forum to discuss the poor water quality and price hike, then mobilized and deluged lawmakers with calls about the issue.

Seminole County Commissioner Bob Dallari was on the other end of the line.

"Chuluota is very upset and rightfully so," he said. "A lot of people have called to complain. It's pretty cold and callous to get a letter one day that says, due to whatever, your water rates are going up."

But the county has no control over the water issues befalling Chuluota. That's the state's domain, and so far Chuluota residents are just beginning to understand how the system works to keep their water rates from going up to fund improvements to the water distribution system.

The problem that's driving the cost increase is a need to upgrade the water system's infrastructure and to improve chlorine distribution so that it doesn't pollute the same water it's trying to purify, Dallari explained.

"[Aqua Utilities Florida] feel they can justify it for all the changes they're making," he said. "When they bought the utility they underestimated what was needed to be done to maintain ...

... Chadwick, who at 89 years old is on a tight retirement budget, the increased fees could break the bank. She's on a septic system for sewage, so she doesn't have to pay as much as some in the city, but she also fears the utility company could lobby to have septic systems converted to the sewer system. That would mean even more money out of pocket for people like Chadwick.

"I don't feel like paying extra money for water that's no good," she said.

And so far Chuluotans are still searching for answers to a problem that's plagued them for years, albeit never as costly as it could potentially be this time around.

"It's just out of control," Schafer said. "The people in Chuluota proper are just hard-working people living paycheck-to-paycheck. It's certainly difficult."

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Offer expires 06/30/07

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STY...

The following are problems I have had with Aqua Utilies FL.:

① Very Inaccurate meter readings which they are over billing me the customer. Ex: 35,400 gallons used in July bill used in 27 days in billing cycle. (Incorrect)

- my usage is normally 7,000 gal to 8,500 gal per/month not 35,400! I am disputing this bill!

② Very bad customer service experiences.

- I have been laughed at, hung up on, and talked down to by many customer service reps working for Aqua Utilities. I have names & Id #'s of reps. & supervisors who laughed, ignored, & aggrevated the situation rather than provide customer support. I have made complaints within Aqua Utilities & the Florida Public service Commission.
- I have had problems with the Field Coordinator Bill Dean who was very uncooperative with helping me resolve this water usage billing problem/error reading of 35,400 gallons in one month!
- I have spoke to many customer service representatives many supervisors, field directors, & even the CEO Jack Lavarchit.
- I am very unhappy as a customer & their service is horrible & unetcusable!

③ Insufficient boil water notices! I have never been notified by Aqua Utilies when there is a boil water notice in effect. Never a phone call, never a hanger on my home's door, never any signs in the neighborhood! I see notices on the news later then I stop using the water, never has Aqua Utilities made any effort to notify my neighborhood.

(4) Fire hydrants - it was brought to my attention in a town meeting against the water rate increases held at the public library in Greenacres that our neighborhood Lake Osborne Estates doesn't have the required water pressure at our Fire hydrants.

☆ (5) Polluted water supplied by Aqua Utilities FL

- please see attached/enclosed newspaper article water Hike Leaves more bad taste. This article comes from Seminole County FL. where Aqua Utilities serves many customers residential & Commercial.

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- Main points of article & my concerns

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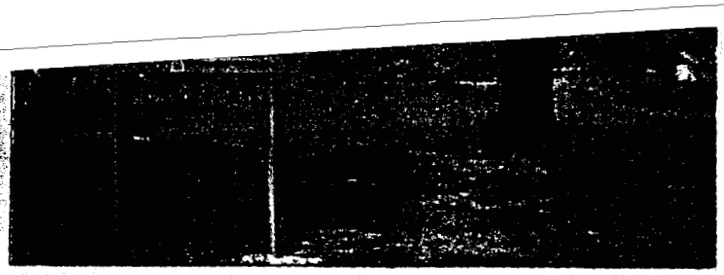
■ Please see HOUSING | A3



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"Every once in a while the water gets cloudy or bad-looking," Chadwick said. "Of course everyone complains about the smell. I don't care about the smell. I always said it's like Limburger cheese: you hold your nose and drink it."

When the water last year was tested as having more than twice the Environmental Protection Agency's maximum allowable limit for chemicals linked to cancer, she didn't mind either. She's lived with it all her life.

But when residents recently got a letter that said that dirty water was about to cost a lot more, they couldn't take it anymore. It was deja vu all over again.

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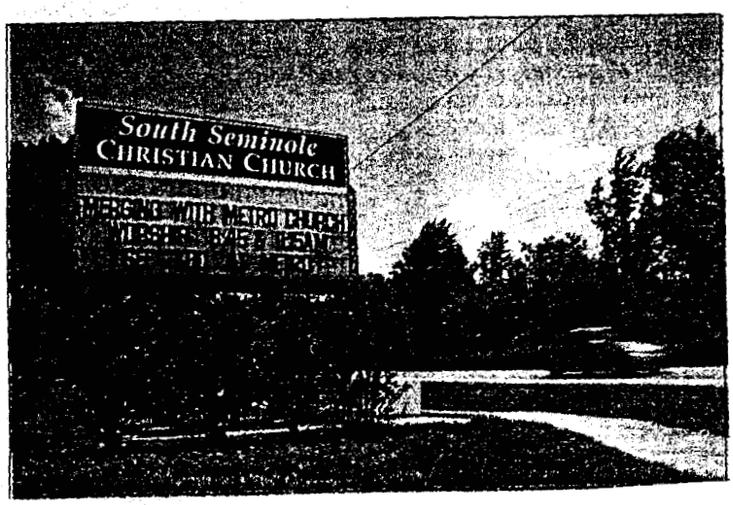
■ Please see WATER | A4



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all, restricting the ability of stu-
luct their own research.
he meeting that he would not ask
policy decision.

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CE BRIEFS

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d May 25, an unoccupied house
in Oviedo was robbed. In the
mashed. Stolen items included
wave, a flat-screen TV, a com-
nd other lawn equipment. No
dentified at this time and the
covered.

ed in Winter Springs

Saturday, Winter Springs Police
n stolen in Oviedo. The 16-year-
he stolen car was arrested by
for felony theft.

at Oviedo mall

ay at the Oviedo Marketplace, a
ught stealing two pairs of ear-
Police spoke with the girl who
earrings, worth $58. The girl
rents, though she will have to
a shoplifting charge.

nt to jail

elberry man was arrested by
2 p.m. Sunday and sent to the
he man was stopped in his car
established that he was want-
County for violation of proba-

COMPILED BY ROBYN SIDERSKY

Photos by Isaac Babcock | The Chronicle

HONORING THEIR SACRIFICE: Members of Oviedo's American Legion post planted American flags to honor veterans for Memorial Day last weekend. Above, flags fly next to tombstones marking the graves of Oviedo veterans who served dating back to the Civil War.

Chuluota increase is more than annoyance

From **WATER | A1**

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COMMISSION
CLERK

August 21, 2007

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

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO.
DISTRIBUTION: ECR/LGC

Re: Aqua Utilities Florida, Inc.
Docket #060368-WS

Dear Commissioners:

I purchased and moved into this house in May of 1993, and have remained a fulltime resident since that time. Florida Utilities was in charge of our Water and Sewer and charged a rate of $25 monthly. It operated smoothly and efficiently, *until* such time as the system was purchased by Aqua Utilities.

Aqua Utilities has requested an excessive rate hike that would mandate the profit they want to make. Who else is guaranteed a full return on their investment in the maintenance of their own equipment? IF the system was not adequate for the needs, surely Aqua Utilities should have considered that in their offer to purchase the system. Isn't that sound business practice? What exactly has been improved? Not the sewage treatment pond that abuts wetlands and Cow Creek. A recent Federal investigation indicted a local resident for doing just what Aqua Utilities is still doing—allowing sewage to penetrate into protected wetlands, and a small creek (Cow Creek, specifically) that flows by many homes and directly into the St. Johns River.

Has anyone on the Commission bothered to check with the US Securities and Exchange Commission to determine what profit Aqua America is reporting and what portion is from Aqua Utilities of Florida?

Another concern is the method of billing. There is no set day of the month for reading the meter, issuing the billing or the due date. In the year 2006 we had thirteen billing cycles. In July of 2007 we had two bills. The method of "rates" is based on rounding to the nearest 1000 gallons, not actual usage. Every bill has the base sewer and water charges, plus the charge for the usage in 1000 gallons. This amounts to paying twice for the service rendered on EVERY bill, and is a good way to conceal overcharging. Using the US Mail to do so would constitute Fraud, and violation of Federal Mail Fraud Law (18USC 1830), and securities fraud.

Not every gallon of water goes into the sewer. Many people have pools or irrigation systems. During the summer a good deal of water evaporates daily, and must be replaced. This does not go into the sewer, however we are charged for sewage regardless.

The majority of this neighborhood is retirees and seniors, living on fixed pensions, getting a modest cost of living adjustment from time to time, never in excess of 3%. Such actions as this by Aqua Utilities, force down property values and force residents to sell at less than would be fair market value. However, it appears since the advent of the Republican regime, that is the idea, as is reflected in the cost of insurance and taxes, gas, groceries, and everything else. The "trickle down" theory only works for the top echelon, not the bottom or middle-class.

It is my position as a customer of Aqua Utilities that the FSCS deny the final rates requested and also rescind the interim rate increase.

Sincerely yours,

Edwin R. Hooten, Retired
Federal Investigator, US SEC

CC: Gov. of Fl. Charlie Crist
Nancy Argenziano, Commissioner
Tony Hill, Attorney At Law
Honorable Corrine Brown, US House of Repre.
Honorable Bill Nelson, US Senate
US SEC Enforcement Division, Washington DC

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

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☐ Administrative ☐ Parties ☑ Consumer
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RECEIVED-FPSC
07 AUG 27 AM 10:05
COMMISSION CLERK

Name MRS. IRVING B. GIER (MARY ANN)

Address 1713 KATHERINE CT., LAKE OSBORNE ESTATES
LAKE WORTH, FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

My water bill has increased about 90% since April - why do they need another increase. I live alone, take 1 shower a day, wash clothes 3 times a week, run the dishwasher once every 8-9 days and have a well to water my yard. Now they are estimating my water use and say they are replacing the meters. (Since May) and that is when my charges increased, Why do they need 600% increase?

	Daily	TOTAL	CHG	
Jan-07	118 GAL	2600 GAL	8.38	
Feb 07	113 GAL	3400 GAL	11.13	
Mar 07	91 GAL	3100 GAL	10.52	
Apr 07	134 GAL	3500	11.34	
May 07	123 GAL	4700	20.80 (ESTIMATED)	AVERAGE 90% Increase In Charges only
June 07	125 GAL	3500	22.01 (ESTIMATED)	
Jul 07	121 GAL	4000	23.98 (ESTIMATED)	
Aug 07	126 GAL	3300	21.22 (ESTIMATED)	

Fold and tape – see back for address

Mrs. Irving B. Giel
1713 Katherine Ct.
Lake Worth, FL 33461-6106

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August 23, 2007

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Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

To Whom It May Concern:

I am writing to you in regards to Aqua Utilities Florida, Inc. They have raised our rates three times already this year, and are planning on another raise in November. We live on a fixed income, and the high prices they are charging I think are not necessary. They are raising the sewer charges up every month. Below are the bills and amounts they have charged in the last few months

May 2007 used 2600 gal. of water, sewer charges were $26.71
June 2007 used 2600 gal. of water, sewer charges were $35.14
July 2007 used 2300 gal. of water, sewer charges were $33.74
August 2007 used 1300 gal. of water, sewer charges were $29.08

I have enclosed copies of the last few bills received from the company.

I know they must make money, but they know there is nothing we can do, so they are taking us to the poor house with their bills. We are to cut back on our water usage, which is puting a strain on us, but as you can see, they just charge us more for sewage chrges.

Hope you can help us out whith this problem

Thank you

Ms. Barry Steffey
112 Edgewater Drive South
Lake Placid, Florida 33852

AQUA

Service To:
BARRY STEFFEY
112 EDGEWATER DR S
LAKE PLACID, FL 33852-5232
Lot: 0000100 Block:

Account Number
000884395 0627934
LEISURE LAKES

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
July 20, 2007	**$ 48.14**	**August 13, 2007**

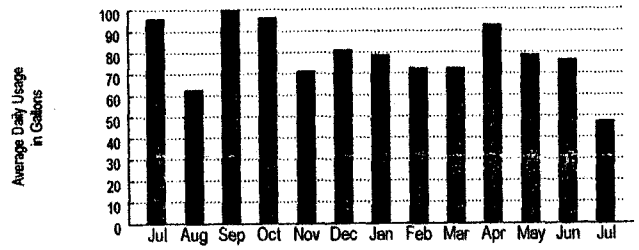
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
79800955	5/8	07/15/07	27	Actual	163300	1,300	Gallons
		06/18/07		Actual	162000		
Average Daily Usage = 48 Gallons		Total Days:	27		Total Usage:	1,300	Gallons

Billing Detail

Amount Owed from Last Bill		$ 121.83
Total Payments Received		121.83
Balance		**0.00**
Water Base Facility Charge	10.67	
1,300 gallons @ $0.00645 per gallon	8.39	
Current Water Charges		19.06
Sewer Base Facility Charge	23.02	
1,300 gallons @ $0.00466 per gallon	6.06	
Current Sewer Charges		29.08
Amount Due 08/13/07		**$ 48.14**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Pd 8-1-07
$ 48.14
CK 143

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

1336403

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6280064

Service To:

AQUA

Service To:
BARRY STEFFEY
112 EDGEWATER DR S
LAKE PLACID, FL 33852-5232
Lot: 0000100 Block:

Account Number
000884395 0627934
LEISURE LAKES

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
June 21, 2007	**$ 121.83**	**July 16, 2007**

Meter Data

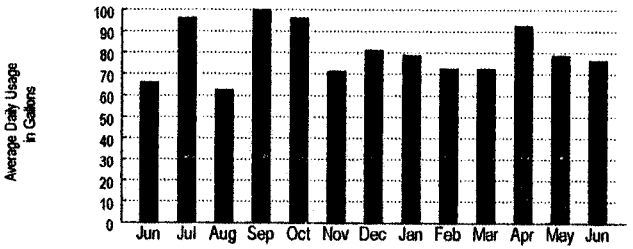
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
79800955	5/8	06/18/07	30	Actual	162000	2,300	Gallons
		05/19/07		Actual	159700		
Average Daily Usage = 76 Gallons		Total Days:	30		Total Usage:	2,300	Gallons

Billing Detail

Amount Owed from Last Bill	$ 62.58 Pd
Total Payments Received	0.00
Balance	**62.58**
Water Base Facility Charge	10.67
2,300 gallons @ $0.00645 per gallon	14.84
Current Water Charges	25.51
Sewer Base Facility Charge	23.02
2,300 gallons @ $0.00466 per gallon	10.72
Current Sewer Charges	33.74
Amount Due 07/16/07	**$ 121.83**

− 62.58
59.25

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

7-15 0163350

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

1336403

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6280064

AQUA

Service To:
BARRY STEFFEY
112 EDGEWATER DR S
LAKE PLACID, FL 33852-5232
Lot: 0000100 Block:

Account Number
000884395 0627934
LEISURE LAKES

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 29, 2007	**$ 62.58**	**June 20, 2007**

Meter Data

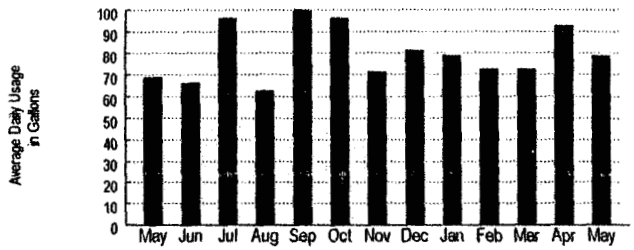
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
79800955	5/8	05/19/07	33	Actual	159700	2,600	Gallons
		04/16/07		Actual	157100		

Average Daily Usage = 78 Gallons — Total Days: 33 — Total Usage: 2,600 Gallons

Billing Detail

Amount Owed from Last Bill		$ 48.69
Total Payments Received		48.69
Balance		**0.00**
Water Base Facility Charge	10.67	
2,600 gallons @ $0.00645 per gallon	16.77	
Current Water Charges		27.44
Sewer Base Facility Charge	23.02	
2,600 gallons @ $0.00466 per gallon	12.12	
Current Sewer Charges		35.14
Amount Due 06/20/07		**$ 62.58**

Water Usage History



Read Types: ■ Actual ☐ Estimated ▩ Customer

6-11-07
$ 62.58
e/c #134

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

AQUA

Service To:
BARRY STEFFEY
112 EDGEWATER DR S
LAKE PLACID, FL 33852-5232
Lot: 0000100 Block:

Account Number
000884395 0627934
LEISURE LAKES

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 01, 2007	**$ 48.69**	**May 23, 2007**

Meter Data

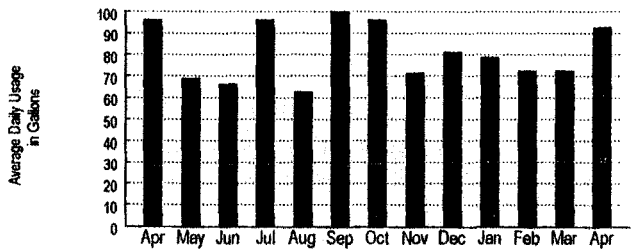
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
79800955	5/8	04/16/07	28	Actual	157100	2,600	Gallons
		03/19/07		Actual	154500		

Average Daily Usage = 92 Gallons Total Days: 28 Total Usage: 2,600 Gallons

Billing Detail

Amount Owed from Last Bill	$ 42.40
Total Payments Received	42.40
Balance	**0.00**
Current Water Charges	21.98
Current Sewer Charges	26.71
Amount Due 05/23/07	**$ 48.69**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

5-7-07
$ 48.69
Ck # 126

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

1336403 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL6280064 AP-515-A-G REV 01/07

AQUA

Service To:
BARRY STEFFEY
112 EDGEWATER DR S
LAKE PLACID, FL 33852-5232
Lot: 0000100 Block:

Account Number
000884395 0627934
LEISURE LAKES

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
March 29, 2007	**$ 42.40**	**April 20, 2007**

Meter Data

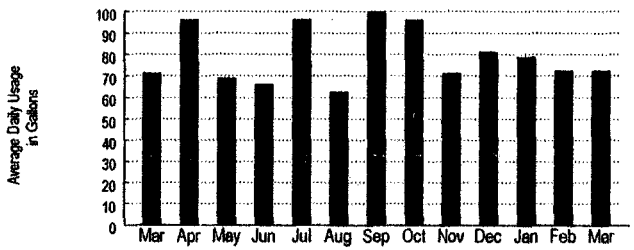
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
79800955	5/8	03/19/07	30	Actual	154500	2,200	Gallons
		02/17/07		Actual	152300		

Average Daily Usage = 73 Gallons Total Days: 30 Total Usage: 2,200 Gallons

Billing Detail

Amount Owed from Last Bill		$ 44.04
Total Payments Received		44.04
Balance		**0.00**
Water Base Facility Charge	8.08	
2,200 gallons @ $0.00489 per gallon	10.76	
Current Water Charges		18.84
Sewer Base Facility Charge	16.30	
2,200 gallons @ $0.0033 per gallon	7.26	
Current Sewer Charges		23.56
Amount Due 04/20/07		**$ 42.40**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

4-20-07
$42.40
CK # 116

1336403

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6280064

Service To:

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO.
DISTRIBUTION: ECLBCL

RECEIVED-FPSC
07 AUG 27 AM 9:59
COMMISSION CLERK

Name LAURA B. BURGARD

Address 1603 CREST DRIVE

LAKE WORTH, FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I am an 81 year old widow living on a very limited income. I pay thousands of dollars for Home Owners Insurance and taxes. I hve lived in my home for 52 years. It now requires expensive replacements and maintenance. Needless to say, a 600% increase in my water bill is frightening. Please do not let this happen to me and my neighbors in Lake Osborne Estates, in Palm Beach County.

Fold and tape – see back for address

Laura Burgard
1603 Crest Dr.
Lake Worth, FL 33461-6138

WEST PALM BEACH
FL 334 6 T
23 AUG 2007 PM

USA FIRST-CLASS FOREVER

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

32399+0850

Fold Here

Tape

Fold Here

Matilda Sanders CORRESPONDENCE CONSUMERS

From: Ruth McHargue
Sent: Friday, August 24, 2007 9:25 AM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities in Sebring Lakes Fla.

SCANNED

RECEIVED-FPSC 07 AUG 24 AM 9:35 COMMISSION CLERK

CMP ____
COM ____
CTR ____
ECR ✓
GCL ✓
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

From: Consumer Contact
Sent: Thursday, August 23, 2007 1:25 PM
To: Ruth McHargue
Subject: FW: Aqua Utilities in Sebring Lakes Fla.

To CLK for Docket 060368

From: ebgreene@netzero.net [mailto:ebgreene@netzero.net]
Sent: Thursday, August 23, 2007 12:33 PM
To: Consumer Contact
Subject: Aqua Utilities in Sebring Lakes Fla.

To Whom it May Concern,

My husband and I live in the Sebring Lakes division in Florida. We use the only water available to us, provided by Aqua Utilities. Our water bills have been aproximately **$20** a month since we moved here in 2005.

They are now **$90 - $133** a month for the same amount of water, which Aqua claims they need to maintain the system. What maintenance? We have to pay to have their water lines brought to our property on top of the usual hook up. The quality of the water has always been in question. Most of us have to buy and drink bottled water because of the warning notices Aqua sent out last year. How can they possibly justify this kind of an increase for water we can't even drink?

Please stop this company from **stealing** from us.

Thank you for your time.

Ernest and Barbara Greene

4547 Sebring Lakes Blvd.

Sebring, FL. 33875

Email: ebgreene@netzero.net

Phone: 863-655-6747

Most people in this neighborhood are either retired and living on fixed incomes (as are we) or young families just getting started. This is not an expensive neighborhood. We can not afford this kind of rip off!

Matilda Sanders CORRESPONDENCE CONSUMERS

From: Ruth McHargue
Sent: Friday, August 24, 2007 9:25 AM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: 8636555140, 1 page(s)

Attachments: FAX.TIF

RECEIVED-FPSC
07 AUG 24 AM 9:35
COMMISSION CLERK

Docket file 060368

From: NET SatisFAXtion
Sent: Thursday, August 23, 2007 9:30 AM
To: Consumer Contact
Subject: 8636555140, 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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  Number of Pages:   1
  From (CSID):       8636555140
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:00:50
  Transfer Speed:    21600

  Received Status:   Success
  Number of Errors:  0
  Port Received On:  RockForceOCTO+ Port 6
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FAX.TIF (63 KB)

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

01/04/2006 19:39 8636555140 DUNNA SIMINIA PAGE 01

RECEIVED-FPSC
07 AUG 24 AM 9:35
COMMISSION CLERK

The undersigned support the following petition:

We, the citizens of Florida, and as current customers of Aqua Utilities of Florida (AQUA), petition the State of Florida Public Service Commission (PSC) Commissioners for their support of the Motion to Dismiss **docket # 060368-WS** as submitted by the Office of Public Counsel, Attorney General and as recommended by the PSC staff. We request that the customers be reimbursed, with interest, for monies paid to AQUA as a result of their improper billing practices. We further request that the customers be refunded, with interest, for monies collected by AQUA during the interim rate period. And finally, we request that reverted rates be further reduced whereas they are aligned with other normal, and respectful, operating water municipalities.

DATE	PRINT NAME	SIGNATURE	ADDRESS
8/21/07	ROBERT M. GILLER	Robert M. Giller	5127 GRAND CONCOURSE SEBRING FL 33875
8/21/07	Teresa J. Giller	Teresa J. Giller	5127 Grand Concourse Sebring, FL 33875
8/21/07	ITALO PANOZZO	Italo Panozzo	13305 Byrd St. Sebring, FL 33875
8/21/07	ELAINE PANOZZO	Elaine Panozzo	13305 BYRD ST SEBRING FL
8-21-07	Jeremy W. Rice	Jeremy W Rice	13335 Byrd ST. Sebring, FL 33875
8-21-07	DARLENE RICE	Darlene Rice	13335 Byrd ST. Seb. FL 33875
8-21-07	Amie Carney	Amie Carney	13641 Temple St Sebr. FL 33875
8-21-07	Kayla Trachok	Kayla Trachok	13500 Temple St. Sebring, FL 338
8-21-07	DENNIS Rethford	[illegible]	5333 RIVERWAY SEBRING FL
8-21-07	Carolyn Brown	Carol Brown	5339 Riverway Sebring, FL 33875
8/21/07	DOUG BROWN	Mary Brown	5339 RIVERWAY SEBRING FL 33875
8/21/07	Fran McDonald	Fran McDonald	13721 Crow St. Seb. Fl. 33875
8/21/07	Earl McDonald	Earl McDonald	13721 Crow St. Seb. Fl. 33875
8/21/07	David E. Tardiff MD	David E. TARDIFF MD	13705 Tangelo St. Seb. Fl. 33875
8/21/07	Mary E. Marrs	MARY E. MARRS	13500 TANGELO St SEB. FL 33875
8/21/07	JOHN H DE LISA	John H De Lisa	13500 TANGELO ST SEB 33875
8/21/07	Richard Campbell	R Campbell	5501 Prince Ave, Sebring 33875
8/21/07	DENNIS A SIMINIAK	Dennis A Siminiak	5502 PRINCE AVE SEBRING 33875
8/21/07	DONNA J. SIMINIAK	Donna J Siminiak	5502 PRINCE AV - SEBRING 33875
8/21/07	DAVID CAMPBELL	David Campbell	5518 Knight Ave Sebring 33875
8/21/07	NORMA J Kyler	Norma J Kyler	5506 Knight Ave Sebring 33875
8/21/07	SHARRON CAMPBELL	Sharron Campbell	5510 Prince Ave Sebring Fl 338
8/21/07	Tonya Wall	Tonya Wall	5328 Prince Ave Seb. Fl 33875

Matilda Sanders CORRESPONDENCE CONSUMERS

From: Ruth McHargue
Sent: Friday, August 24, 2007 9:24 AM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: 8636555140, 1 page(s)

Attachments: FAX.TIF

RECEIVED-FPSC
07 AUG 24 AM 9:35
COMMISSION
CLERK

Add to docket file 060368

From: NET SatisFAXtion
Sent: Thursday, August 23, 2007 9:33 AM
To: Consumer Contact
Subject: 8636555140, 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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  Received On:       8/23/2007 9:31 AM
  Number of Pages:   1
  From (CSID):       8636555140
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:00:45
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  Received Status:   Success
  Number of Errors:  0
  Port Received On:  RockForceOCTO+ Port 6
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FAX.TIF (51 KB)

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

The undersigned support the following petition:

We, the citizens of Florida, and as current customers of Aqua Utilities of Florida (AQUA), petition the State of Florida Public Service Commission (PSC) Commissioners for their support of the Motion to Dismiss **docket # 060368-WS** as submitted by the Office of Public Counsel, Attorney General and as recommended by the PSC staff. We request that the customers be reimbursed, with interest, for monies paid to AQUA as a result of their improper billing practices. We further request that the customers be refunded, with interest, for monies collected by AQUA during the interim rate period. And finally, we request that reverted rates be further reduced whereas they are aligned with other normal, and respectful, operating water municipalities.

RECEIVED-FPSC 06 AUG 24 AM 9:35 COMMISSION CLERK

DATE	PRINT NAME	SIGNATURE	ADDRESS
8/21/07	Oscar Owens	Oscar Owens	5328 Prince Ave Sebring Fl 33875
8/22/07	Julie Julcott	JULIE JILCOTT	4904 GRAND CONCOURSE SEBRING
8/22/07	Scott JOHNSON	SCOTT JOHNSON	4904 GRAND CONCOURSE SEBRING
8/22/07	Ashley King	Ashley King	4517 Sebring LAKES Blvd N
8/22/07	Cody Shaw	Cody Shaw	4517 Sebring Lakes Blvd N
8/22/07	Elaine Hengy	Elaine Hengy	1411 Wilson Dr
8/22/07	Dale Williams	Dale Williams	1533 Lake Josephine Drive
8/22/07	JOANNE-CLARK	Joanne Clark	1503 Wilson drive
	JAMES. CLARK	James Clark	1503 Wilson drive
8/22/07	Gerald Fuller	Gerald Fuller	1212 Alexis St.
8/22/07	Aretha Fuller	Aretha Fuller	1212 Alexis St
8/22/07	Kenneth Fuller	Kenneth Fuller	1212 Alexis St
8/22/07	Irene Colleton	Irene Colleton	1207 Alexis St
8/22/07	RAMONA CASSEL	Ramona Cassel	123 Leona dr Sebring Fl 33875
8/22/07	Weldon Whitehead	WELDON WHITEHEAD	124 Marrero D.R
8/22/07	DEBORAH WHITEHEAD	Deborah Whitehead	124 Marrero D.R
8/22/07	GERTRUDE KENNEDY	Gertrude Kennedy	103 Sharon Ave 33875
8/22/07	Brittany Clark	Brittany Clark	107 Sharon Ave
8-22-07	JEAN A NIELSEN	Jean A Nielsen	1830 Sentinel Pt Rd. Seb.
8-22-07	Richard C. Nielsen	Richard C Nielsen	1830 Sentinel Pt Rd Seb. Fla

Consumer Correspondence

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 24 AM 8:58
COMMISSION CLERK

Name JAMES CELI

Address 1426 CREST DR
LAKE WORTH FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

DO NOT AGREE WITH RATE REQUEST BY AQUA UTILITIES FLORIDA !!

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape – see back for address

James F. Celi
1426 Crest Dr.
Lake Worth, FL 33461-6061

FL 334 S 1
22 AUG 2007 PM

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

32399+0850

Fold Here

DISTRIBUTION CENTER

Tape

Fold Here

Consumer Correspondence

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 24 AM 8:58
COMMISSION CLERK

Name Frieda & Jim Proctor

Address 1510 Shirley Court
Lake Worth, FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

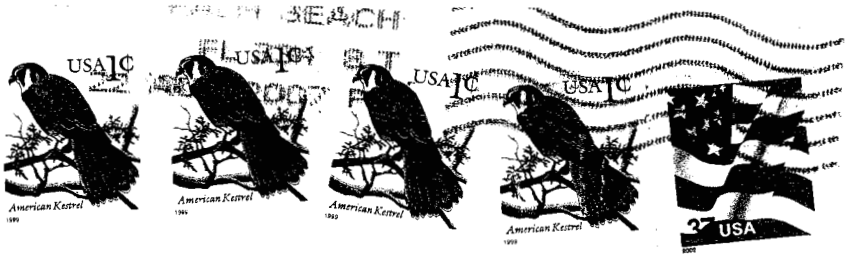
INSANE !! to think that middle/lower income home owners could possibly handle an increase in our water bills.
Am I correct in my information ...
Aqua purchases water from Lake Worth and then sells it to Lake Osborne residents? How much can the mark up be?

Frieda Proctor

I am totally against this increase.

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape – see back for address



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

32399+0850 0001

Fold Here

DISTRIBUTION CENTER
07 AUG 21 AM 7:28

Tape

Fold Here

Consumer Correspondence

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 24 AM 8:58
COMMISSION CLERK

Name

Address

Mr. R. Gallon
5573 High Ridge Rd.
Lake Worth, FL 33461-6174

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Water dont taste good
Stains Bowls
Sometime it has a order

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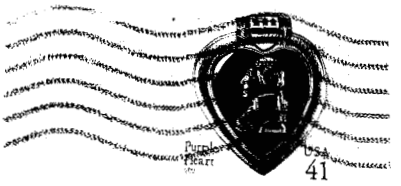
WEST PALM BEACH
FL 334 4 T
22 AUG 2007 PM



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

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Consumer Correspondence

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 24 AM 8:58
COMMISSION CLERK

Name Robert E. Blancett

Address 2105 Lake Bass Circle
Lake Worth, Fla. 33461 6708
(Lake Osborne Estates)

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Aqua Utilities of Fla. is the latest of several owner of the old original "Lake Osborne Utilities," - All subsequent owners have purchased the water from the City of Lake Worth, and passed the cost plus surcharge for metering & Belling.

The owners prior to Aqua Utilities made extensive repairs & upgrades to the infrastructure - enc. new meters, feeder line & Hydrants ect.

The system is in good shape - the city of Lake Worth has not had a recent increase in there rates. Apparently Aqua Utilities is attempting to excessively tax this community as a way to pay for upgrade other structure in there holdings. These facts should be considered by the Service Commission. before allowing any such unfair increases -

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Fold and tape – see back for address

Thank you
[signature]

R. E. Blancett
2105 Lake Bass Cir.
Lake Worth, FL 33461

USA First-Class

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

32399-0850-09-0001

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DISTRIBUTION CENTER
07 AUG 21 PM 7:28

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Consumer Correspondence

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name: John McMahan
Address: 1707 High Ridge Road
Lake Worth FL 33461-6155

RECEIVED-FPSC
07 AUG 24 AM 8:57
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

REGARDLESS OF WATER COMPANIES NAME, EACH YEAR I HAVE RECEIVED NOTICE OF INCREASE WITH NO OPPOSITION TO THEM. YOU HAVE OKAYED ALL REQUESTS FOR INCREASES TO THEIR CUSTOMERS.
IT IS TIME TO STOP THIS PERMANENT INCREASE IN RATES
THIS RATE INCREASE SHOULD NOT HAVE BEEN ACCEPTED BY YOU TO CONSIDER PASSING ON TO CONSUMERS
600% INCREASE IS ROBBERY!

J McMahan

CMP
COM
CTR
ECR 1
GCL 1
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RCA
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Fold and tape – see back for address

John McMahan
1707 High Ridge Road
Lake Worth FL 33461-6155

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

32399+0850-99 C001

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DISTRIBUTION CENTER
07 AUG 24 AM 7:28

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Consumer Correspondence

Have A Nice Day

4625 WINDY LANE
ZEPHYRHILLS, FLORIDA 33541
AUGUST 21, 2007

Florida Public Service Commission
Office of Commission Clerk
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

RECEIVED-FPSC
07 AUG 23 PM 2:
COMMISSION CLERK

Mr Carter, You and the Florida Public Service Commission conducted an excellent public hearing on June 13, 2007 in Lakeland, Florida, re: AQUA UTILITIES, DOCKET NO. 060368-WS

ON June 13, 2007, I testified receiving a ZERO BALANCE BILL. Then assumming because I testified against the increase here in ZEPHYRSHORES, received a water-sewer BILL of $280.83! Enclosing copys. GOT NO help calling the AQUA office in PA.

In my testimony, I as well as Mr Robert Ellis, our Zephyrshores President, presented bottle water samples of 6-13-07 taken from our homes.

We would appreciate receiving those test results as soon as possible. Thank You.

Sincerely,

Gus Alexakos
FORMER PRESIDENT OF ZEPHYRSHORES ESTATES

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cc: GOV. CHARLIE CRIST
BILL McCOLLUM, ATTORNEY GENERAL
OFFICE OF PUBLIC COUNSEL OF FLORIDA

Aqua Utilities Rate Request Under Fire

STATE PANEL WANTS UTILITY TO BE FINED

By CHRISTIAN M. WADE
The Tampa Tribune

McCollum
Says Aqua Utilities violated state rules by refiling rate increase request

NEW PORT RICHEY — Aqua Utilities Florida wants to raise rates for customers across the state, saying the move is needed to recoup nearly $5 million in system upgrades.

In return, the utility hopes the projected increases will generate $7.3 million statewide.

State regulators, however, aren't buying it.

On Thursday, staff from the Florida Public Service Commission, which seeks to balance the needs of utilities and their shareholders with the needs of consumers, recommended denying Aqua's rate proposal.

The move was prompted by a rare motion by Attorney General Bill McCollum and the Office of Public Counsel to dismiss the rate requests. The two also recommend the utility be fined for procedural violations.

McCollum argues, among other complaints, that Aqua Florida violated procedures by "effectively refiling its rate increase" proposal after sidestepping repeated requests for additional information on its financial records and test results from its water system.

On April 27, the commission sent a letter to Aqua Florida seeking a response to numerous unanswered questions in its rate proposal. Two months later, according to documents filed with the commission, the utility sent a 628-page electronic worksheet.

Aqua's reply was filed only two weeks before the Public Service Commission was set to vote on the rates.

"The reality is crystal clear: Aqua now disavows the entirety of its original expense filing and seeks to replace it with an

See AQUA UTILITIES, Page 5 ▶
Hearing set for Aug. 28

Aqua Utilities Rate Opposed

The staff for the **Florida Public Service Commission** on Thursday recommended denying the rate increase proposed by **Aqua Utilities Florida**, which serves more than 3,200 customers in Pasco County. The utility, operating in 18 counties, said they need the increase to pay for nearly $5 million in system upgrades. The PSC is expected to consider the staff recommendation on Aug. 28.

AQUA UTILITIES

Continued From Page 1

entirely new unexplained 628-page spreadsheet within a time frame that prevents any analysis," McCollum wrote in his 12-page filling.

Jack Lihvarcik, chief executive officer of Aqua Utilities Florida, could not be reached for comment Friday.

After hearing arguments from Aqua officials and from representatives of the attorney general's and public counsel's offices in Tallahassee on Aug. 28, the PSC is expected to vote on whether to dismiss Aqua's

PSC staff recommends the regional utility be fined $20,000 and that customers be refunded for interim water and wastewater rate increases approved last year by state regulators.

Aqua Florida, which hasn't had an increase since late 1995, is one of several companies in Pasco County seeking to boost rates to offset the expense of improving water systems.

Aqua has proposed increases for water and wastewater customers in the Jasmine Lakes, Palm Terrace and Zephyr Shores service areas.

In Jasmine Lakes, where Aqua has about 1,500 customers, the water rates would rise from $29 to $35.94 a month, $27.35 to $42.59.

Even if the PSC denies the higher charges, Aqua could refile the application with state regulators, according to commission spokesman Todd Brown.

About two years ago, Aqua Florida's parent company, Aqua America Inc., the nation's largest publicly traded utility, acquired more than 60 water and wastewater systems from Florida Water Services Corp. The company now serves an estimated 110,000 residents in 18 counties throughout Florida, including more than 3,200 customers in Pasco.

The utility plans to spend more than $4.9 million statewide during the next year to ing water and sewer infrastructure. More than $675,000 of that is for upgrades in Pasco. Customers are expected to pick up the tab.

The work in Aqua's Pasco operations includes replacing an aging pipe that carries waste to the company's treatment plant serving its Palm Terrace system near Port Richey; and rehabilitating percolation ponds for better, more efficient sewage treatment.

In Jasmine Lakes, the utility plans to replace worn distribution pipes and the lift stations that pump waste from collection points to the treatment facility in the subdivision.

Reporter Christian M. Wade can be reached at (727) 815-1082 or

AQUA

Service To:
GUS ALEXAKOS
4625 WINDY LN
ZEPHYRHILLS, FL 33541-2125
Lot: 0000003 Block:

Account Number
000901336 0643998
ZEPHYR SHORES

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Zero Balance	Due Date
June 01, 2007	**$ .00**	**June 25, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
76734205	5/8	04/25/07	28	Actual	346000	6,000	Gallons
		03/28/07		Actual	340000		

Average Daily Usage = 214 Gallons Total Days: 28 Total Usage: 6,000 Gallons

Billing Detail

Amount Owed from Last Bill	$ 120.87	
Total Payments Received	120.87	
Balance	**0.00**	
Adjustments	120.87	Credit
Water Base Facility Charge Water at Old Rate	3.15	
3,000 gallons @ $0.00503 per gallon	15.09	
Current Water Charges At Old Rate	18.24	
Water Base Facility Charge Water at Current Rate	3.27	
Next 3,000 gallons @ $0.00528 per gallon	15.84	
Current Water Charges at Current Rate	19.11	
Current Water Charges	37.35	
Sewer Base Facility Charge Sewer at Old Rate	5.70	
3,000 gallons @ $0.00954 per gallon	28.62	
Current Sewer Charges At Old Rate	34.32	
Sewer Base Facility Charge Sewer at Current Rate	8.05	
Next 3,000 gallons @ $0.01347 per gallon	40.41	
Current Sewer Charges at Current Rate	48.46	
Current Sewer Charges	82.78	
Utility Tax	0.74	
Amount Due 06/25/07	**$ 0.00**	

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336431 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL6512018 PAP-615-J REV.01

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
GUS ALEXAKOS
4625 WINDY LN
ZEPHYRHILLS, FL 33541-2125
Lot: 0000003 Block:

Account Number
000901336 0643998
Zero Balance
$ .00

Do Not Pay
You have a zero balance on your account.

Seq=60 Cyc=33PJ 1up=337463

AUTOSCH 5-DIGIT 33541 C 1 P 1
GUS ALEXAKOS
4625 WINDY LN
ZEPHYRHILLS FL 33541-2125

0009013360643998000000000009

AQUA

Service To:
GUS ALEXAKOS
4625 WINDY LN
ZEPHYRHILLS, FL 33541-2125
Lot: 0000003 Block:

Account Number
000901336 0643998
ZEPHYR SHORES

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
July 02, 2007	**$ 280.83**	**July 25, 2007**

Meter Data

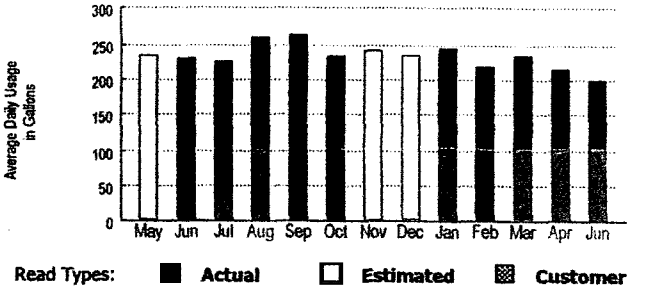
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
76734205	5/8	06/26/07	62	Actual	358400	12,400	Gallons
		04/25/07		Actual	346000		

Average Daily Usage = 200 Gallons Total Days: 62 Total Usage: 12,400 Gallons

Billing Detail

Amount Owed from Last Bill		$ 0.00
Total Payments Received		0.00
Balance		**0.00**
Water Base Facility Charge	13.50	
12,400 gallons @ $0.00528 per gallon	65.47	
Current Water Charges		78.97
Sewer Base Facility Charge	33.25	
12,400 gallons @ $0.01347 per gallon	167.03	
Current Sewer Charges		200.28
Utility Tax		1.58
Amount Due 07/25/07		**$ 280.83**

Water Usage History



Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

1336431 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL6512018

Consumer Correspondence

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 23 AM 10: 35
COMMISSION CLERK

Name Gabriel and Elvira Lluch

Address 1412 Lake Victoria Drive

Lake Worth, FL. 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

" WE DO NOT APPROVE OF THIS INCREASE"

NOT TOO LONG AGO WE HAD AN INCREASE FOR EVERY GALLON IS USED.

CMP
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Fold and tape – see back for address

Gabriel & Elvira Lluch

1412 Lake Victoria Dr.

Lake Worth, FL. 33461

WEST PALM BEACH
FL 334 9 1
21 AUG 2007 PM

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

32399-0850 C001

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07 AUG 23 AM 7:25

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Consumer Correspondence

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 23 AM 10: 25
COMMISSION CLERK

Name Kimberly Y. Odenbreit

Address 1435 Crest Drive

Lake Worth FL 33461-6003

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I do not approve of this increase!
I am a registed voter and I don't miss elections.
I don't see where Aqua has made any improvements
in my neighborhood so I don't believe they have
earned a 600% increase in rates. Palm Beach
county is getting too expensive to live in.
Charlie Christ is working to improve
home owner's insurance and Taxes. Please help
keep our necisary utilities affordable.
Thank you.
Kimberly Odenbreit

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Ms. Kimberly Y. Odenbreit
1435 Crest Dr
Lake Worth, FL 33461-6003

WEST PALM BEACH

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

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Consumer Correspondence

RECEIVED-FPSC

07 AUG 23 AM 10: 31

COMMISSION CLERK

DISTRIBUTION CENTER
07 AUG 23 AM 7: 19

Sebring Lakes Development
Sebring, Florida 33875

August 29, 2007

Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Gentlemen:

As a resident of Sebring Lakes Development, I am asking that the Public Service Commission deny the extreme rate increase being considered for Aqua Utilities Florida. Our base rate for water service has gone from $9.68 per month and $2.19 per thousand gallons to an interim rate higher than any other in the entire system Aqua serves, at $47.37 base rate and $10.73 per thousand gallons. This is a 534% increase in base rate and 333% increase in gallon charge.

The Requested Final rate for Sebring Lakes is higher than any in Lake, Marion, Alachua, Polk, Orange, Palm Beach, or Pasco Counties! Please refer to pages #5 and #6 of the PSC Special Report. We are a community of retired people, as well as some raising young families. Having such a huge increase in the cost of our water places a hardship on all of us.

We understand that the PSC is charged with making sure that Florida consumers receive their electric, natural gas, telephone, water and wastewater services in a safe, affordable, and reliable manner, and are asking that you consider this request from Aqua Utilities in that light. It is unbelievable that a 534% interim increase and a 303% final increase could be considered reasonable or affordable. We request relief from being singled out for the highest rates in the state.

Thank you for your consideration. We trust you to decide this issue by approving only a reasonable, equitable rate increase for this company.

Sincerely,

Norma J Kyler Name
5506 Knight Ave Address
Sebring Fla 33875
863-655-3412 Phone #

CMP ____
COM ____
CTR ____
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Consumer correspondence

Sebring Lakes Development
Sebring, Florida 33875

August 29, 2007

DISTRIBUTION CENTER
07 AUG 23 AM 7: 19

Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Gentlemen:

As a resident of Sebring Lakes Development, I am asking that the Public Service Commission deny the extreme rate increase being considered for Aqua Utilities Florida. Our base rate for water service has gone from $9.68 per month and $2.19 per thousand gallons to an interim rate higher than any other in the entire system Aqua serves, at $47.37 base rate and $10.73 per thousand gallons. This is a 534% increase in base rate and 333% increase in gallon charge.

The Requested Final rate for Sebring Lakes is higher than any in Lake, Marion, Alachua, Polk, Orange, Palm Beach, or Pasco Counties! Please refer to pages #5 and #6 of the PSC Special Report. We are a community of retired people, as well as some raising young families. Having such a huge increase in the cost of our water places a hardship on all of us.

We understand that the PSC is charged with making sure that Florida consumers receive their electric, natural gas, telephone, water and wastewater services in a safe, affordable, and reliable manner, and are asking that you consider this request from Aqua Utilities in that light. It is unbelievable that a 534% interim increase and a 303% final increase could be considered reasonable or affordable. We request relief from being singled out for the highest rates in the state.

Thank you for your consideration. We trust you to decide this issue by approving only a reasonable, equitable rate increase for this company.

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RECEIVED-FPSC
07 AUG 23 AM 10: 27
COMMISSION CLERK

Sincerely,

Sharron Campbell Name
5510 Princeton Address
Sebring, Fl 33875
(863) 655-3428 Phone #

Consumer Correspondence

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 22 AM 9:32
COMMISSION CLERK

Name Doug Lovelace

Address 1606 Nanette CT
Lake Worth, FL. 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Small incremental price increases would be far more appropriate than a 600% increase all at once. This is an unduly expense to impose upon the consumers.

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Cheryl Lovelace
1606 Nanette Ct.
Lake Worth, FL 33461-6145

USA First-Class

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

32399-0850 C001

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07 AUG 22 PM 7:20

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Consumer Correspondence

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 22 AM 9:31
COMMISSION CLERK

Name CRISTINA CASTILLO

Address 1409 Michigan DR
LAKEWORTH Fl. 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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
Thank you for the services
We have to sinking About The Hill payment
We need your Less payments
We need your Help

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Ms. Cristina Castillo
1409 Michigan Dr.
Lake Worth, FL 33461-6059

WEST PALM BEACH
FL 334
20 AUG 2007 PM 1 L

STAMP

USA First-Class

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

32399+0850 C001

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07 AUG 22 AM 7:20

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Consumer Correspondence

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name Don & Peggy Morphesis

Address 1405 Ontario Dr.

Lake Worth, FL 33461

RECEIVED-FPSC
07 AUG 22 AM 9:31
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

A 600% increase is outrageous! What's wrong with a normal cost of living increase of say 4½%.

Don Morphesis
Margaret Morphesis

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Don Morphesis
1408 Ontario Dr.
Lake Worth, FL 33461

WEST PALM BEACH
FL 334 3 T
20 AUG 2007 PM

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

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Consumer Correspondence

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 22 AM 9:31
COMMISSION CLERK

Name JAMES RUPP

Address 1607 CREST DR
LAKE WORTH FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I THINK IT IS DISGUSTING THAT AQUA UTILITIES NEEDS - OR IS AT LEAST REQUESTING A 600% ~~[illegible]~~ INCREASE IN THE BASIC WATER RATE. IF THEY NEED THIS AMOUNT IN ORDER TO MAKE IT PROFITABLE, THEY SHOULD HAVE DONE MORE RESEARCH, AND THEN DECIDED AGAINST THE PURCHASE.

WHAT IS EVEN MORE MADDENING IS THE BAD INFORMATION INDICATING THEY HAVE SPENT MONEY UPGRADING THE WATER FACILITIES, WHEN, TO MY KNOWLEDGE, ALL OF THAT HAS BEEN SPENT ELSEWHERE — NOTHING HAS BEEN DONE FOR LAKE OSBORNE ESTATES, AND TO ADD MORE INSULT TO THE SITUATION, I UNDERSTAND THEY HAVE HAD COMPLAINTS AND PROBLEMS AT OTHER FACILITIES THEY OWN. PLEASE DO NOT MAKE LAKE OSBORNE ESTATES (IN PALM BEACH COUNTY) PAY FOR THEIR BAD MANAGEMENT AND GREED. — Rupp

CMP
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ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape – see back for address

JAMES RUPP
1607 Crest Dr
Lake Worth FL 33461

Lake Worth FL 33461

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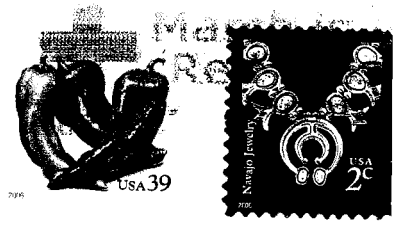

Florida Public Service Commission
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2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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07 AUG 22 AM 7:21

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Consumer Correspondence

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 22 AM 9:30
COMMISSION CLERK

Name HOWARD + NORMA SICKLER

Address 1320 LAKE ERIE DRIVE
LAKE WORTH, FLA 33461-6150

LOT 1198135 Lake Osborne Estates

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

We have been residents and owners at the above address since 1957. We are retired and live on social security.

As we understand it — Aqua Utilities Florida, Inc of P.B. Co. — is proposing a 600% increase in our water bill. This is O.K. if they will arrange a 600% increase in our social security payments — — —

Otherwise — NO

Howard Sickler

Norma Sickler

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Fold and tape – see back for address

H.W. Sickler
1320 Lake Erie Dr.
Lake Worth, FL 33461

WEST PALM BEACH
FL 334 S T
20 AUG 2007 PM

USA FIRST CLASS

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
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32399+0850

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H.W. Sickler
1320 Lake Er
Lake Worth 3461

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07 AUG 22 AM 7:

Tape

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 060368

RE: Docket No. 060368 – WS – Aqua Utilities Florida Inc.

August 13, 2007
To whom it may concern at the FPSC:

In April your commission granted an increase in the water/sewer rates charged to the residents of Palm Port by Aqua Utilities Florida Inc. Please provide the residents with your justification for such action.

Aqua Utilities Florida Inc. is now requesting a rate increase that will reflect a total increase of base charges and rates reflecting approximately 149% more than charges prior to April 2007. Such approval would amount to legalizing price gouging.

Here is my July Aqua Utilities Florida bill shown in pre April, current and proposed.

	gal.rate	Pre April	gal.rate	Current	gal.rate	Proposed
Water base charge		12.57		16.60		34.17
3100 gallons	.00443	13.73	.00585	18.14	.00697	21.61
Water Total		**26.30**		**34.74**		**55.78**
Sewer base charge		20.28		28.65		66.10
3100 gallons	.00826	25.61	.01167	36.18	.01871	58.00
Sewer Total		**45.89**		**64.83**		**124.10**
Total Bill		**72.19**		**99.57**		**179.88**

Before granting such a preposterous increase, please….

1) Have the parent company provide proof of real expenses for these services. High administrative costs for such a small facility (approximately 100 residences) are ridiculous. Work force actual work time, material costs, and services provided must be proven.

2) Verify that costs for these services are consistent with similar water services in this area of Florida, and that Aqua Utilities Florida's profit for the services at Palm Port will remain approximately the same percentage. Adjustments for current inflation are reasonable.

3) Provide the residents of this community your findings on the above issues.

Thank you for your consideration.

Sincerely,

Patrick J. Sullivan
118 Orange Drive
East Palatka, FL 32131

RECEIVED-FPSC
07 AUG 21 AM 10: 12
COMMISSION CLERK

CMP ____
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AUG 13 2007
Florida Public Service Commission
Clerk's Office

0603608

RECEIVED
AUG 2 0 2007
FPSC-COMMISSION CLERK

David A. McAlister
141 Cypress Dr.
East Palatka, FL 32131

8/15/07

RECEIVED-FPSC
07 AUG 21 AM 10:42
COMMISSION CLERK

Dear Sirs,

This letter is about the FPSC looking out for Aqua Utilities or FIA and not the residants or FIA. At some point rate increases have to stop and the company go broke. Has this ever happened to a company that ya'll regulate? I doubt it.

I live in Palm Port (East Palatka Fla) and feel the H2O + sewer rates are out of control. Let them go broke if they can't manage on a reasonable rate. Of course you guys get a raise every year no matter how much you squander.

Pretend you mother lives out here on a fixed income.

THINK ABOUT IT
DAVID MCALISTER

386 937-3128

CMP ____
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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 21 AM 9:42
COMMISSION CLERK

Name Dennis & Mariella Jordan
Address 1328 ONTARIO Drive
LAKE WORTH, FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Greetings,

We can NOT afford a rate increase. We are on a fixed income that has also come under an attack from increased property taxes and triple hike home owners insurance. This is a working class neighborhood, that can ill afford ANOTHER INCREASE. For the sake of sanity, please DO NOT allow this increase to occur. This will be will just one more reason why families are moving from this neighborhood - they can't afford to live here any longer. Our fate is in your hands!

Regards
Dennis & Mariella Jordan

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D. Jordan
1328 ONTARIO Dr.
LAKE WORTH, FL
33461

TALLAHASSEE FL 323
WEST PALM BEACH
20 AUG 2007 PM $ L
14 AUG 2007 PM

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Office of Commission Clerk
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Tallahassee, Florida 32399-0850

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MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

August 17, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

RECEIVED FPSC
07 AUG 20 AM 10: 26
COMMISSION
CLERK

Ms. Charlotte Provost
1413 Ontario Drive
Lake Worth, Florida 33461

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Provost:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the

hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Bev DeMello

Bev DeMello
Assistant Director

BSD/jb
Enclosure
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

**A copy of this letter was mailed to each person on the attached list.

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Ms. Charlotte Provost
1413 Ontario Drive
Lake Worth, Florida 33461

Mr. & Mrs. Douglas Bazzel
54 Venetian Parkway
Lake Placid, Florida 33852

Mr. David Muth
5472 Lake Osborne Drive
Lake Worth, Florida 33461

Dr. Ross E. Evans
5404 Lake Osborne Drive
Lake Worth, Florida 33461

Mr. Kenneth Hurd
5144 Lake Osborn
Lake Worth, Florida 33461

Ms. Patricia Black
5748 South Drive
Lake Worth, Florida 33461

Ms. Alana Starosielec
1403 Tahoe Court
Lake Worth, Florida 33461

Ms. Edna Bonnell
1615 Crest Drive
Lake Worth, Florida 33461

Mrs. Janet McPherson
1616 Crest Drive
Lake Worth, Florida 33461

Ms. Helen M. Jones
1613 Crest Drive
Lake Worth, Florida 33461

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14 Jasmine Street
Lake Placid, Florida 33852

Mr. Frank J. Cilek
109 Cypress Drive
East Palatka, Florida 32131

Mr. & Mrs. Wendell Keen
116 Orange Drive
East Palatka, Florida 32131

Mr. Richard A. Ryan
118 Magnolia Drive
East Palatka, Florida 32131

Mr. & Mrs. Robert D. Trump
114 Cow Creek Court
East Palatka, Florida 32131

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 20 AM 10:09
COMMISSION CLERK

Name G. Ouida Hornsby
Address 1711 Crest Drive
Lake Worth, Fl. 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I am against this outrageous increase in our water bill. I think it is time for our Commissioners to work harder for the people of this County.

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Fold and tape – see back for address

G. Ouida Hornsby
1711 Crest Dr
Lake Worth FL 33461-6102

18 AUG 2007 PM

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name David Jasmin

Address 1706 Katherine Ct.
Lake Worth, Fla. 33461

RECEIVED-FPSC
07 AUG 20 AM 10:06
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

We cannot afford an increase in our water bill. We are on a fixed income. We are trying to keep up, but, it is getting very hard.

Our home insurance has just been canceled, now this, when will it ever stop.

The average family cannot make it anymore.

We are an all American family, serving six years in the Army, love our home in our South Florida town, please, don't make it even harder on us.

Thank you,

David and Joy Jasmin

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Mr. & Mrs. David Jasmin
1706 Katherine Ct.
Lake Worth, FL 33461-6107

WEST PALM BEACH
FL 334 S.T.
17 AUG 2007 PM

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 20 AM 10:06
COMMISSION CLERK

Name H. Van Reyderen

Address 1411 Lake Placid Dr

Lake Worth, Fl. 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I can see any reason to go up on the water - We pay $8.40 last month and only watered our lawn once

If Fla keeps raising all the bills - most people will not be able to live here

A lot of people have already left. The schools are getting smaller because family can't afford to live here

Please don't pass the raise for water

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1411 Lake Placid
Lake Worth, FL 33461

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FL 334 6 T
17 AUG 2007 PM

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I am writing in response to the proposed increase in the price of the water we drink. It is hard to imagine any reason for such a drastic and draconian increase in the price of drinking water other than the people who control this utility want to make huge profits, and I hope the county commissioners who have the power over this decision will say no to the idea of people making huge profits on human drinking water. Many of us grew up during a time when drinking water came from wells and was good and free of pollutants and free. We have come to a strange place where water can be controlled by people who live far away and we can be charged large amounts for this substance which is not owned by those getting rich off it, and where we have no choice but to enrich those who control it. There is no competition, no choice about whether we want to purchase it or not (it is essential to life), and no say in who owns it or what they charge. My concerns are that this rate increase in something we have no choice or voice in paying will negatively affect our lives in many ways from leaving us with less money to making it more difficult to sell our homes. Thank you.

Sinerely, Jeanne Galligan
5234 Lake Osborne Drive
Lake Worth, Fl. 33461
585-6301

RECEIVED-FPSC
07 AUG 20 AM 10:05
COMMISSION
CLERK

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name _____

Address _____

_____

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Fold and tape – see back for address

WEST PALM BEACH
FL 334 5 T
15 AUG 2007 PM

USA First-Class

Kurt Johnsen
5234 Lake Osborne Dr.
Lake Worth, FL 33461

Florida Public Service Commission
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2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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07 AUG 20 AM 7:10

Kurt Johnsen
5234 Lake Osborne Dr.
Lake Worth, FL 33461

Tape

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Applicatio... Rate Increa...
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 20 AM 10: 06
COMMISSION CLERK

Name Jairo da Silva

Address 1311 Lake Erie Drive
Lake Worth, FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

We do not approve this rate increase
Water is the most fundamental
and basic necessity for our lives,
what is the reason for increasing
the rates so ~~extra~~ high!!!

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Fold and tape – see back for address

JAIRO DA SILVA
311 LAKE ERIE DR.
LAKEWORTH FL 33461-6151

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LAKEWORTH 33460
AUG 17 2007
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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name Thomas W/ Georgia A Meadows

Address 1317 Lake Erie Drive
Lake Worth, Fl. 33461-6157

RECEIVED-FPSC
07 AUG 20 AM 10: 03
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

We do not agree to the proposed 60% Increase in the water bill.

STOP THE MADNESS

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Georgia Meadows
1317 Lake Erie Dr.
Lake Worth, FL 33461

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Tallahassee, Florida 32399-0850

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name Jose A. Perez

Address 1410 Shirley ct.

Lake Worth, FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

RECEIVED-FPSC
07 AUG 20 AM 10:03
COMMISSION CLERK

CONSUMER COMMENTS

Yes, I will like to said that I'm Agains any Tax increase by this companies that Are a midle man and charge tremendous fees form compare To others locally - Just Like the electricity We have half the city with FPL & then the Other half with Lake worth Ulitities, that Purchase the Electricity from FPL & over charges us for the same Power compuoption -

So Yes I'm AGAINS ANY INCREASE IN WATER or Electricity THAT ANY ONE MAY PROPOSE WITH OUT ANY concrete Reason for such changes -

WE have To say no in a bigger voice!

Stop a increase in

! WATER Bill !

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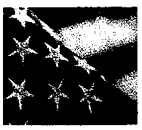
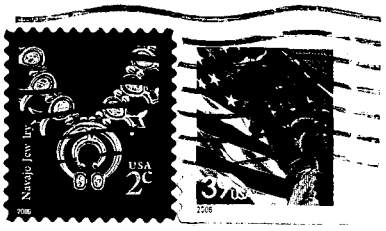


Jose Perez
1410 Shirley Ct.
Lake Worth, FL 33461



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Tallahassee, Florida 32399-0850

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07 AUG 20 AM 7:51

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Ann Cole Correspondence Consumer

From: Katrina McMurrian
Sent: Friday, August 17, 2007 2:21 PM
To: Cheryl Bulecza-Banks; Troy Rendell; Marshall Willis; Rosanne Gervasi; Ralph Jaeger
Cc: Kay Posey; Ann Cole
Subject: FW: Aqua Utilities

CMP ____
COM ____
CTR ____
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SCR ____
SGA ____
SEC ____
OTH ____

customer correspondence re: Docket No. 060368

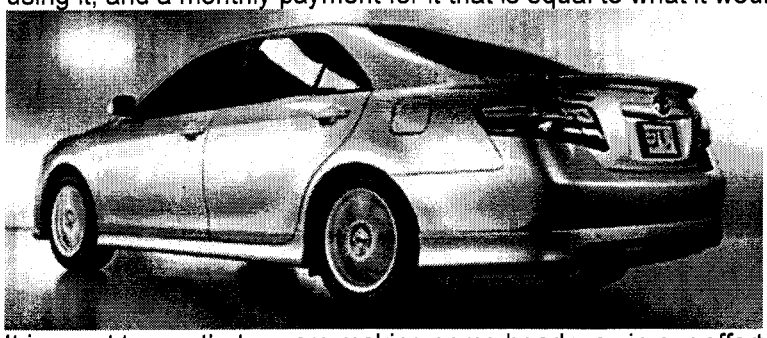
From: Davis, Wynn [mailto:WDavis@fullsail.com]
Sent: Friday, August 17, 2007 9:31 AM
To: Katrina McMurrian; Nancy Argenziano
Subject: RE: Aqua Utilities

Forwarded to correct email address error from last correspondence.

-----Original Message-----
From: Davis, Wynn
Sent: Friday, August 17, 2007 9:26 AM
To: 'Adams, Sandy'
Cc: 'Katrina.McMurrian@psc.state.fl...'; 'Matthew.Carter@psc.state.fl.us'; 'Nancy.Argenziano@psc.state.fl...'; 'Chairman@psc.state.fl.us'; 'dmerkt@seminolecountyfl.gov'
Subject: RE: Aqua

Good morning Representative Adams,

Thank you so much for following up on this matter. This is great news so far, but we are still dealing with some water quality issues that we are very concerned about. Over the last week our water has smelled like the reclaimed water I used to water my lawn with in a previous home. This even AFTER we invested almost $3000.00 on our own water filtration system. We have had the system for a couple of months, but only recently have had the rotten egg smell coming from all of our faucets. This problem has also been experienced by one of the friends I work with who also receives water service from Aqua in a different neighborhood.
This seems like a nightmare. Horrible water that I have to filter at my own home to feel moderately safe about using it, and a monthly payment for it that is equal to what it would cost me to lease a 2007 Toyota Corolla.



It is great to see that we are making some head way in our efforts and we again thank you sincerely for your help, but in the meantime we are still have water that smells like rotten eggs and water we are still afraid of. We have invested in a system to attempt to clean/treat our drinking/bathing water ourselves, since Aqua refuses to. But, still the water is unacceptable. We don't know what else to do.

Best regards,

Wynn Davis

-----Original Message-----
From: Adams, Sandy [mailto:Sandy.Adams@myfloridahouse.gov]
Sent: Thursday, August 16, 2007 3:36 PM
To: dmerkt@seminolecountyfl.gov
Cc: Brimmer-Caton, Patricia
Subject: Aqua

Hello everyone,

Today I was informed that the Public Service Commission staff recommended the following action be taken in reference to the Aqua Utilities rate increase filing.

1. $10,000 fine for apparent failure to deal properly with customer complaints and $10,000 fine for meter reading rule violation for a total fine of $20,000.
2. refund the interim rate with interests
3. rate case should be dismissed

The recommendation is quite lengthy and the above only represents the highlights of the recommendation. It is my understanding the final decision will be made by the Public Service Commission at the August 28, 2007 meeting.

I hope this information is helpful.

Sincerely,

Sandy Adams
State Representative, District 33
2074 Winter Springs Blvd.
Oviedo, Florida 32765
407-977-4020

- Correspondence Consumer

Ann Cole 060368

From: Ann Cole
Sent: Friday, August 17, 2007 12:55 PM
To: Office of the Chairman; Cheryl Bulecza-Banks; Troy Rendell
Subject: RE: Aqua

Thank you for this information. This will be placed on the correspondence side of the docket today.

From: Office of the Chairman
Sent: Friday, August 17, 2007 11:36 AM
To: Ann Cole; Cheryl Bulecza-Banks; Troy Rendell
Subject: FW: Aqua

Ann, Please place in correspondence side of the docket.
Cheryl/Troy, Please give appropriate handling.

CMP ____
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ECR ____
GCL ____
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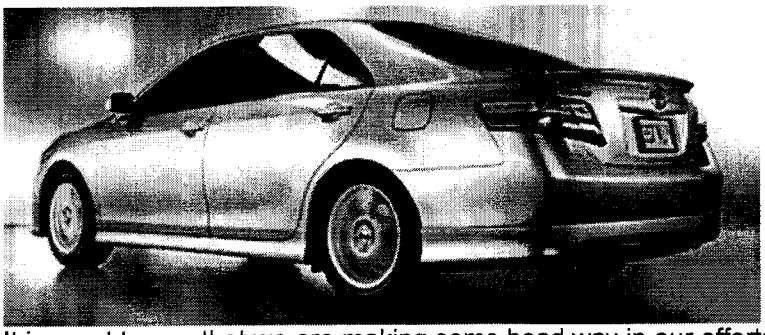
SEC ____
OTH ____

Sandy Simmons
Scheduling Coordinator
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Telephone: (850) 413-6008
Fax: (850) 413-6009

From: Davis, Wynn [mailto:WDavis@fullsail.com]
Sent: Friday, August 17, 2007 9:26 AM
To: Adams, Sandy
Cc: Katrina.McMurrian@psc.state.fl...; Matthew Carter; Nancy.Argenziano@psc.state.fl...; Office of the Chairman; dmerkt@seminolecountyfl.gov
Subject: RE: Aqua

Good morning Representative Adams,

Thank you so much for following up on this matter. This is great news so far, but we are still dealing with some water quality issues that we are very concerned about. Over the last week our water has smelled like the reclaimed water I used to water my lawn with in a previous home. This even AFTER we invested almost $3000.00 on our own water filtration system. We have had the system for a couple of months, but only recently have had the rotten egg smell coming from all of our faucets. This problem has also been experienced by one of the friends I work with who also receives water service from Aqua in a different neighborhood.
This seems like a nightmare. Horrible water that I have to filter at my own home to feel moderately safe about using it, and a monthly payment for it that is equal to what it would cost me to lease a 2007 Toyota Corolla.



It is great to see that we are making some head way in our efforts and we again thank you sincerely for your help, but in the meantime we are still have water that smells like rotten eggs and water we are still afraid of. We have invested in a system to attempt to clean/treat our drinking/bathing water ourselves, since Aqua refuses to. But, still the water is unacceptable. We don't know what else to do.

Best regards,

Wynn Davis

-----Original Message-----
From: Adams, Sandy [mailto:Sandy.Adams@myfloridahouse.gov]
Sent: Thursday, August 16, 2007 3:36 PM
To: dmerkt@seminolecountyfl.gov
Cc: Brimmer-Caton, Patricia
Subject: Aqua

Hello everyone,

Today I was informed that the Public Service Commission staff recommended the following action be taken in reference to the Aqua Utilities rate increase filing.

1. $10,000 fine for apparent failure to deal properly with customer complaints and $10,000 fine for meter reading rule violation for a total fine of $20,000.
2. refund the interim rate with interests
3. rate case should be dismissed

The recommendation is quite lengthy and the above only represents the highlights of the recommendation. It is my understanding the final decision will be made by the Public Service Commission at the August 28, 2007 meeting.

I hope this information is helpful.

Sincerely,

Sandy Adams
State Representative, District 33
2074 Winter Springs Blvd.
Oviedo, Florida 32765
407-977-4020

Correspondence Consumer.

Ann Cole 060368

From: Ann Cole
Sent: Friday, August 17, 2007 12:50 PM
To: Bridget Groom
Cc: William C. Garner; Roberta Bass; Larry Harris; Kay Posey; Mary Macko
Subject: RE: Aqua Utilities Rate Case Docket 06036 -- Request for time at PSC Hearing

Thanks, Bridget. This will be placed in correspondence today.

-----Original Message-----
From: Bridget Groom
Sent: Friday, August 17, 2007 11:21 AM
To: Ann Cole
Cc: William C. Garner; Roberta Bass; Larry Harris; Kay Posey; Bridget Groom; Mary Macko
Subject: FW: Aqua Utilities Rate Case Docket 06036 -- Request for time at PSC Hearing

Ann,

Please place the following email correspondence in the correspondence side of the file. Thank you.

Bridget Groom

----- Original Message -----
From: Sullivan, Kelly (ORL) Legal <Kelly.Sullivan@curascript.com>
To: Nathan A. Skop
Sent: Fri Aug 17 08:43:07 2007
Subject: Aqua Utilities Rate Case Docket 06036 -- Request for time at PSC Hearing

Commissioner Skop:

I am aware of the recent activities on the referenced Docket. I would like time in front of the PSC to show a pared down version of the Power Point presentation that I presented at the Oviedo Service Hearing. Please advise whether this is possible and, if so, what time I should be there. I have information in addition to what has been presented in the Joint Motion to Dismiss and would appreciate the opportunity to present. Thank you.

Kelly Sullivan | 407.816.9873

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CMP	COM	CTR	ECR	GCL	OPC	RCA	SCR	SGA	SEC	OTH
			/	/						

Matilda Sanders CORRESPONDENCE CONSUMER

From: Rhonda Hicks
Sent: Friday, August 17, 2007 8:49 AM
To: Matilda Sanders
Subject: FW: 561 540 5742, 1 page(s)

Attachments: FAX.TIF

RECEIVED-FPSC
07 AUG 17 AM 9:25
COMMISSION CLERK

Rhonda L. Hicks
(850) 413-6449

From: Consumer Contact
Sent: Friday, August 17, 2007 8:00 AM
To: Rhonda Hicks
Subject: FW: 561 540 5742, 1 page(s)

To CLK for docket 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 561 540 5742, 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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  Received On:        8/16/2007 4:16 PM
  Number of Pages:    1
  From (CSID):        561 540 5742
  From (ANI):
  Sent to DID:

  Duration of Fax:    0:00:43
  Transfer Speed:     14400

  Received Status:    Success
  Number of Errors:   0
  Port Received On:   RockForceOCTO+ Port 6
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FAX.TIF (20 KB)

CMP ____
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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name Ms. Dorothy Richter
1403 Crest Dr
Lake Worth, FL 33461

Dorothy Richter

Address Lake Osborne Estates

RECEIVED-FPSC
07 AUG 17 AM 9:25
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Please do not raise our water rates. I realize everything else seems to be going up - but this could be one cost we may maintain -

Please keep as is - don't change or increase

Dorothy Richter

Fold and tape – see back for address

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 17 AM 8:52
COMMISSION CLERK

Name Carol King

Address 141 Cypress DR.
E. Palatka, FL 32131

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

This rate increase is outrageous. I do not use the dishwasher because of the high cost, I do not drink the water because of the taste, I don't wash my car, I water the yard from a well & I still have a high water bill. I am single & do not have a family using water. I now think if the water continues to increase to the point, I cannot retire & live in my home because of the cost. Also the service and rudeness of Aqua Utilities is terrible. As you will see in the attached water bill, I had an extremely high bill in March. This was unexplainable since the plumber said I had no leaks. The service man said to make up a bill from a plumber & send it in. I didn't feel right about this. They never discounted that month as they promised. They will not return calls. I've left messages for a supervisor. They just don't care. Palm Port is controlled by this company

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Fold and tape -- see back for address

I recommend not buying a home in Palm Port due to the water cost

AQUA

CAROLL KING
141 CYPRESS DR
EAST PALATKA, FL 32131-4180
Lot: 0000009 Block:

Account Number
000887675 0631043
PALM PORT

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
August 07, 2007	**$ 213.58**	**August 29, 2007**

Meter Data

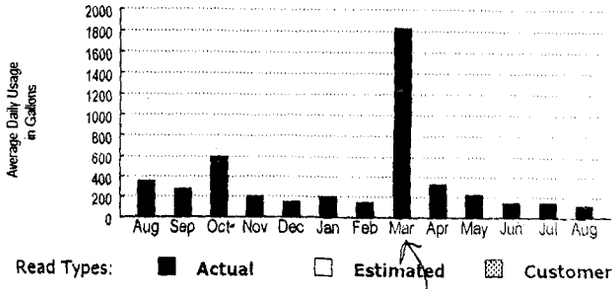
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93730711	5/8	08/01/07	30	Actual	699500	3,900	Gallons
		07/02/07		Actual	695600		

Average Daily Usage = 130 Gallons Total Days: 30 Total Usage: 3,900 Gallons

Billing Detail

Amount Owed from Last Bill	$ 367.45
Total Payments Received	267.45
Balance	**100.00**
Water Base Facility Charge	16.60
3,900 gallons @ $0.00585 per gallon	22.82
Current Water Charges	39.42
Sewer Base Facility Charge	28.65
3,900 gallons @ $0.01167 per gallon	45.51
Current Sewer Charges	74.16
Amount Due 08/29/07	**$ 213.58**

Water Usage History



Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

why?

1336444

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL254086 PAP-515-A-0 REV 01/07

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 AUG 17 AM 8:58
COMMISSION CLERK

Name Beverly R. Webb

Address 74 Rosalie Oaks Blvd.
Lake Wales, Fl 33898

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

We can understand the company being granted a rate increase, but what they are asking is so unfair.

Most everyone in this subdivision is retired and living on Social Security. We have been retired for ten years and due to losing our Company's retirement insurance before we could get medicare, our 401K savings were gone a year ago. We can't even sell our place with such heavy expenses for utilities. I had to take a job at Walmart putting up stock. Please consider us before you grant such a huge increase

Beverly R. Webb

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Fold and tape -- see back for address

Benny R. Watt
74 Rosalie Oaks Blvd.
Lake Wales, Fl 33898

15 AUG 2007 PM 2 L

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

32399+0850-99 C001

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DISTRIBUTION CENTER
07 AUG 17 AM 7:46

Tape

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Matilda Sanders CORRESPONDENCE CONSUMER

ORIGINAL

From: Rhonda Hicks
Sent: Thursday, August 16, 2007 4:17 PM
To: Matilda Sanders
Cc: Kimberley Pena
Subject: FW: Aqua Utilities

CMP ____
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GCL 1
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SGA ____
SEC ____
OTH ____

Rhonda L. Hicks

(850) 413-6449

From: Consumer Contact
Sent: Thursday, August 16, 2007 3:50 PM
To: Rhonda Hicks
Subject: FW: Aqua Utilities

To CLK for Docket 060368

From: McGarey, Edmund H. [mailto:edmund_mcgarey1@merck.com]
Sent: Wednesday, August 15, 2007 11:01 PM
To: Consumer Contact
Subject: Aqua Utilities

I hope you will join me to support the Joint Motion to Dismiss filed by the Florida Attorney General and Office of Public Counsel regarding Aqua Utilities. I am a Chuluta, FL resident and am paying EXORBITANT water bills. This is the fifth state and 15th city I've lived in-- trying to make FL home-- and the rates and service is unbelievably exponentially poorer with Aqua. You guys have got to cut this group off at the knees. It's a 60-Minutes story waiting to happen. NO WAY can I sell my house with these guys playing these water games. Amazingly, the month after we take them to Seminole County hearing, they drop our rates the next month to look good to you all. Don't swallow it. They are the Enron of Seminole County. We are a great FL school county who moved here for a reason and are committed citizens to see this Aqua thing through until it gets changed or we drop, which we won't. Please support and throw these bums out.

Doc McGarey
Executive Specialty Business Manager
National Sales Business Group- FL/AL
Mobile= 407.967.1911
"Sell Like a Champion Today"
DO NOT DISTRIBUTE OUTSIDE OF MERCK

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

ORIGINAL

DOCKET NO. 060368-WS

RECEIVED FPSC
07 AUG 16 AM 9:35
COMMISSION CLERK

Name P. MAJESKIE

Address 1515 LEE Court
LAKE Osborne, Fl. 33461-6626

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

The proposed Water RATE INCREASE IS Very UNFAIR. Abusive!!

No WATER MAINTENANCE has BEEN done, No FIRE Hydrants MAINTENANCE HAS BEEN done.

How do you justify your desired RATE INCREASE?

I Do NOT APPROVE OF this INCREASE!

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Fold and tape – see back for address

Phyllis Majeskie
1515 Lee Ct.
Lake Worth, FL 33461

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

32399-0850

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07 AUG 16 AM 7:30

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 16 AM 9:35
COMMISSION CLERK

Name James Stecki

Address 1324 Ontario Drive Lake Worth
Florida 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

It is crazy my Water Bill went from $20.00 To $80.00. I'm not using any extra water. Same as usual. Its not Fair and there have been no up-dates in this area no extra expenses For The water company just extra money.

Thank you
James Stecki

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Fold and tape – see back for address

PALM BE
FL 334
14 AUG 2007

JAMES B. STECKI
1324 ONTARIO DR.
LAKE WORTH, FL 33461

USA First-Class

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

323:42:72

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07 AUG 15 AM 7:31

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 AUG 16 AM 9:35
COMMISSION CLERK

Name WILLIAM NARSIFF

Address 1711 KATHERINE COURT
LAKE WORTH FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

THIS IS THE MOST POORLY MANAGED UTILITY I HAVE EVER SEEN
I HAVE BEEN BILLED FOR $660.00 FOR ONE MONTHS WATER USAGE. (NORMAL CHARGE $15/$18) AND WAS TOLD SERVICE WOULD BE SHUT OFF IF I DID NOT PAY!!
LATER I WAS BILLED IN EXCESS OF $80.00 FOR A MONTHS WATER USAGE.
TO REWARD THIS COMPANY WITH AN INCREASE IN RATE WOULD BE AN INSULT TO THE PEOPLE WHO ARE OBLIGED TO USE THIER "SERVICE".
WHY DID A NEW JERSEY COMPANY GET THIS CONTRACT IN THE FIRST PLACE?

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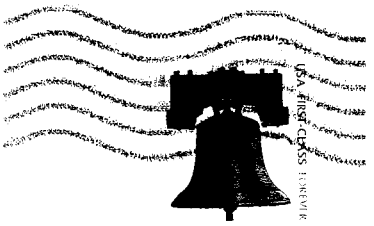
Fold and tape – see back for address

William Narsiff
1711 Katherine Ct.
Lake Worth, FL 33461-6106

WEST PALM BEACH
FL 334 7 T
14 AUG 2007 PM



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

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07 AUG 16 AM 7:32

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

ORIGINAL

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 16 AM 9:35
COMMISSION CLERK

Name George & Marion Frega

Address 1420 Tahoe Ct
Lake Worth, FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

While we acknowledge that the cost of doing business increases every day, we feel that the interim increase should suffice. To allow any company an increase of 600% is to allow extortion. If Aqua Utilities did not think that the rate we were paying for our water was adequate, they should not have bought the company. We in the neighborhood are being vigilant sticking to the restrictions so we may all have the water we need. We have no love for a company who is not looking out for their customers & only how to line their pockets further.

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Fold and tape – see back for address

Frega
1420 Tahoe Ct
Lake Worth, FL 33461

Please Open Immediately

STAMP

00.41° AUG 13 07
MAILED FROM ZIP CODE 33418

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

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DISTRIBUTION CENTER
07 AUG 16 AM 7:23

Tape

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Ann Cole

From: Ann Cole
Sent: Wednesday, August 15, 2007 4:37 PM
To: Rhonda Hicks
Subject: RE: 239 283 6497, 1 page(s)

Thanks, Rhonda.

We will place this in the correspondence folder.

From: Rhonda Hicks
Sent: Wednesday, August 15, 2007 1:26 PM
To: Ann Cole; Ruth Nettles
Subject: FW: 239 283 6497, 1 page(s)

I'm not sure who receives docket correspondence, so I am forwarding it to both of you in Kim's absence.

Rhonda L. Hicks
(850) 413-6449

CMP ____
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SGA ____
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From: Consumer Contact
Sent: Wednesday, August 15, 2007 8:14 AM
To: Rhonda Hicks
Subject: FW: 239 283 6497, 1 page(s)

To CLK for docket 030106

From: NET SatisFAXtion
Sent: Tuesday, August 14, 2007 4:54 PM
To: Consumer Contact
Subject: 239 283 6497, 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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  Received On:       8/14/2007 4:52 PM
  Number of Pages:   1
  From (CSID):       239 283 6497
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:01:14
  Transfer Speed:    9600

  Received Status:   Success
  Number of Errors:  0
  Port Received On:  RockForceOCTO+ Port 6
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<< File: FAX.TIF >>

August 14, 2007

TO: PSC Commissioners

RE: Order No. PSC-07-0426-PAA-Su

As a homeowner affected by your recent ruling concerning EPS of Pine Island, Inc., I wish to express my concern about the recent appeal for "settlement". I see no reason for the Commission to reverse its responsible ruling on behalf of the hundreds of affected homeowners. Granting a utility permission to invoice for services not rendered is reprehensible, and I commend your ruling affirming that it is inappropriate.

The residents of Cherry Estates are mostly retired and are not accustomed to fighting for our rights any more. EPS (Kevin Cherry) has been abusing his power over us for years. We need someone in your position to help us get a fair deal. The sewer rates in this part of Florida are quite a bit lower than what we are paying now.

Tom Bridges AMS
Able Boat Survey, Inc.
3001 Bounty Lane
Saint James City, Florida 33956-2381

(Near Cape Coral and Ft. Myers on Pine Island in S.W. Florida)

Phone: Office.....(239)283-6497
Home.....(239)283-4802
Mobile.....(239)850-2410
Fax: (206)600-6497
E-mail: TomBridges@earthlink.net

WE LOOK BEYOND THE OBVIOUS!

Ann Cole

From: Ruth Nettles
Sent: Wednesday, August 15, 2007 2:40 PM
To: Rhonda Hicks
Cc: Ann Cole
Subject: RE: 561 493 9331, 1 page(s)

Hi, Rhonda. I will also print this correspondence for processing in docket file. Thanks.

CMP _____
COM _____
CTR _____
ECR _____
GCL _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

From: Rhonda Hicks
Sent: Wednesday, August 15, 2007 2:20 PM
To: Ann Cole; Ruth Nettles
Subject: FW: 561 493 9331, 1 page(s)

Rhonda L. Hicks
(850) 413-6449

From: Consumer Contact
Sent: Wednesday, August 15, 2007 2:06 PM
To: Rhonda Hicks
Subject: FW: 561 493 9331, 1 page(s)

To CLK - For docket 060368W

From: NET SatisFAXtion
Sent: Wednesday, August 15, 2007 1:58 PM
To: Consumer Contact
Subject: 561 493 9331, 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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  Received On:        8/15/2007 1:57 PM
  Number of Pages:    1
  From (CSID):        561  493 9331
  From (ANI):
  Sent to DID:

  Duration of Fax:    0:00:35
  Transfer Speed:     21600

  Received Status:    Success
  Number of Errors:   0
  Port Received On:   RockForceOCTO+ Port 6
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<< File: FAX.TIF >>

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 080366-WS

Name BEN TARBLE & JANNELLE URRUTIA

Address 1420 CREST DR.
LAKEWORTH, FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

IT IS BECOMING HARDER & HARDER TO SURVIVE FINANCIALLY IN SOUTH FLORIDA. HIGHER HOME OWNERS INSURANCE, PROPERTY TAXES AND OVERALL COST OF LIVING EXPENSES ARE PUSHING THE MIDDLE CLASS OUT. IT IS DIFFICULT TO THINK OF PAYING 6X THE CURRENT WATER RATE. WE WOULD NOT BE ABLE TO AFFORD IT AND WOULD BE FORCED TO MOVE. WE HAVE BOTH LIVED IN FLORIDA OUR ENTIRE LIVES AND IT WOULD BE DEVASTATING TO HAVE TO MOVE ELSEWHERE, NOT TO MENTION TRYING TO SELL A HOUSE IN THIS REAL ESTATE MARKET. PLEASE CONSIDER THE AVERAGE PERSON AND PLEASE DO NOT HIKE THESE WATER RATES. WE ARE PREPARED TO HELP IN ANY WAY TO KEEP THIS FROM HAPPENING AND PUTTING AN EXTRA AMOUNT OF FINANCIAL BURDEN ON US AND OUR NEIGHBORS, AND POSSIBLY RUINING PEOPLES LIVES

Thank You
BEN TARBLE
& JANNELLE URRUTIA

Fold and tape – see back for address

Ann Cole

From: Ann Cole
Sent: Monday, August 13, 2007 1:00 PM
To: Office of the Chairman; Rosanne Gervasi
Cc: Lois Graham; Kay Posey; Mary Macko; Steve Larson; Roberta Bass; Carlotta Stauffer; Cheryl Bulecza-Banks; Troy Rendell
Subject: RE: Docket No. 060368-WS -- Aqua Utilites

This will be placed on the correspondence side of the docket today.

-----Original Message-----
From: Office of the Chairman
Sent: Monday, August 13, 2007 11:31 AM
To: Ann Cole; Rosanne Gervasi
Cc: Lois Graham; Kay Posey; Mary Macko; Steve Larson; Roberta Bass; Carlotta Stauffer; Cheryl Bulecza-Banks; Troy Rendell
Subject: FW: Docket No. 060368-WS -- Aqua Utilites

Ann, Please place in correspondence side of the docket.

Rosanne, Please acknowledge o/b/o the Chairman.

Thanks.

Sandy Simmons
Scheduling Coordinator
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Telephone: (850) 413-6008
Fax: (850) 413-6009

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-----Original Message-----
From: Sam Barlow [mailto:sbarlow809@hotmail.com]
Sent: Sunday, August 12, 2007 9:48 PM
To: Office of the Chairman; Office of Commissioner Carter; Katrina McMurrian; Nathan A. Skop; Nancy Argenziano; Matthew Carter; dmerkt@seminolecountyfl.gov
Cc: ag.mccollum@myfloridalegal.com; posey.bill.web@flsenate.gov
Subject: Docket No. 060368-WS -- Aqua Utilites

Dear Commissioners,

Please accept the motion to dismiss Aqua Utilites rate increases as filed by the Florida Attorney General and the Office of the Public Council on July 31.

In the last three years that my family has been at our current address our water bills have gone from two to three times what we were paying at our previous address, serviced by Seminole county, just a few miles away. Also, according to Aqua Utilites, our water usage is considerably more than we were using at our old address, yet our family has not grown. The only exception to this has been our last statement from Aqua Utilities where our water usage has dropped from 15000 gallons in June to only 7000 gallons in July, yet our bill only dropped by approximately 20%.

These outrageous water prices have caused my family economic hardship and we are currently considering selling our house even though we don't wish to move. We are tired of living day to day with water that is contaminated, smells auful, and honestly we are afraid to drink.

It does not seem unreasonable to ask for water that is uncontaminated at a reasonable

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 AUG 15 AM 10:43
COMMISSION CLERK

Name Shahara Chandra

Address 5202 Palm Lane
Tangerine, FL 32777

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Dear Commissioners,

While I understand that repairs to systems are to be made, I feel the amount of increase being asked for is unreasonable and unconscionable. If Aqua Utilities has overextended itself in buying up various utilities requiring upgrading, perhaps they need to do what we all do - diversify - to keep their balance sheets balanced -

Thank you,
Shahara Chandra

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Fold and tape – see back for address

price. Please accept the motion to dismiss Aqua Utilities rate increases and allow someone else, that can supply clean water at a reasonable price, to provide water to my community.

Thanks for your help,

Samuel Barlow
560 E 5TH ST
Chuluota, FL 32766

Puzzles, trivia teasers, word scrambles and more. Play for your chance to win!
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Tracking:

Recipient	Read
Office of the Chairman	
Rosanne Gervasi	Read: 8/13/2007 1:00 PM
Lois Graham	
Kay Posey	
Mary Macko	
Steve Larson	
Roberta Bass	Read: 8/13/2007 1:00 PM
Carlotta Stauffer	
Cheryl Bulecza-Banks	
Troy Rendell	

Ann Cole

From: Ann Cole
Sent: Monday, August 13, 2007 8:03 AM
To: Cheryl Bulecza-Banks; Katrina McMurrian
Cc: Kay Posey; Troy Rendell; Marshall Willis; Ralph Jaeger; Rosanne Gervasi; Kimberley Pena
Subject: RE: Docket No. 060368-WS -- Aqua Utilites

Thank you.

I will be sure that this is placed on the correspondence side of the docket file today.

-----Original Message-----
From: Cheryl Bulecza-Banks
Sent: Monday, August 13, 2007 7:46 AM
To: Katrina McMurrian
Cc: Kay Posey; Ann Cole; Troy Rendell; Marshall Willis; Ralph Jaeger; Rosanne Gervasi
Subject: RE: Docket No. 060368-WS -- Aqua Utilites

Good Morning!

Absolutely. I'll have his consumption, meter, and billing evaluated.

Cheryl

CMP | COM | CTR | ECR ✓ | GCL ✓ | OPC | RCA | SCR | SGA | SEC | OTH

-----Original Message-----
From: Katrina McMurrian
Sent: Sunday, August 12, 2007 11:31 PM
To: Cheryl Bulecza-Banks; Troy Rendell; Marshall Willis; Rosanne Gervasi; Ralph Jaeger
Cc: Kay Posey; Ann Cole
Subject: Fw: Docket No. 060368-WS -- Aqua Utilites

Cheryl, can u please look into this customer's usage concerns in a manner consistent with the others and let him know?

Ann, I just wanted to make sure you had this for the correspondence side of the docket file.

Thank you both,

Katrina

----- Original Message -----
From: Sam Barlow <sbarlow809@hotmail.com>
To: Office of the Chairman; Office of Commissioner Carter; Katrina McMurrian; Nathan A. Skop; Nancy Argenziano; Matthew Carter; dmerkt@seminolecountyfl.gov <dmerkt@seminolecountyfl.gov>
Cc: ag.mccollum@myfloridalegal.com <ag.mccollum@myfloridalegal.com>; posey.bill.web@flsenate.gov <posey.bill.web@flsenate.gov>
Sent: Sun Aug 12 21:48:19 2007
Subject: Docket No. 060368-WS -- Aqua Utilites

Dear Commissioners,

Please accept the motion to dismiss Aqua Utilites rate increases as filed by the Florida Attorney General and the Office of the Public Council on July 31.

In the last three years that my family has been at our current address our water bills have gone from two to three times what we were paying at our previous address, serviced by Seminole county, just a few miles away. Also, according to Aqua Utilites, our water usage is considerably more than we were using at our old address, yet our family has not grown.

The only exception to this has been our last statement from Aqua Utilities where our water usage has dropped from 15000 gallons in June to only 7000 gallons in July, yet our bill only dropped by approximately 20%.

These outrageous water prices have caused my family economic hardship and we are currently considering selling our house even though we don't wish to move. We are tired of living day to day with water that is contaminated, smells auful, and honestly we are afraid to drink.

It does not seem unreasonable to ask for water that is uncontaminated at a reasonable price. Please accept the motion to dismiss Aqua Utilities rate increases and allow someone else, that can supply clean water at a reasonable price, to provide water to my community.

Thanks for your help,

Samuel Barlow
560 E 5TH ST
Chuluota, FL 32766

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

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RECEIVED-FPSC
07 AUG 15 AM 10: 42
COMMISSION CLERK

Director Division of Commission Clerk and Administration Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee Florida 32399

ORIGINAL

Dear Commissioners;

Reference Docket no 060368-WS Aqua Utilities Florida Utilities (AQUA)

AQUA request for rate change in Astor, Holiday Homes Campsites (HHC), Florida:
I moved to HHC in 1983 when water/ sewer rates were $50 monthly. Since that time AQUA purchased This utility to supply portions of Astor Township water/sewer services. At that time the rates were as stated $50. After their take over the service, and customer relations have steadily deteriorated and our rates have constantly increased up to $95 monthly (53%), no outside water is included in the figures only in house for two people. Dividing water and sewer as AQUA has done, the water rate has increased 76% and sewer Rate 70% from November 2006 and August 2007. There has been no upgrade in service only upgrade in charges a clear indication of greed by AQUA. There was a replacement of septic tanks with sewer hook up which is charged back to the customer a $50 monthly surcharge, this area of HHC had sewer hook/up from the original layout so there was no need for extra charges. "Astor Water" tried to purchase water/sewer supply rights for all of Astor town but failed. This failure left the people still supplied by "Astor Water" with the original reasonable rates while the rest are left to the unreasonable rates applied by AQUQ.

We very much disagree they deserve any rate increase but rather there should be rate decrease. To display the absurd charges by AQUA, I submit the City of Deland Florida has Water sewer rates about the same as "Astor Water" charges, at $53 monthly, figuring the same gallons of water used for a two person household.

James Hokins

James Hokins
55636 Carl St Astor Florida 32102

copy to;
Reprsentative Joe Pickens
321Capitol 402 Main St
Tallahassee Florida 32399-1300

enclosed a copy of docket #060368 for reference

CMP _____
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HOLIDAY HAVEN MONTHLY WATER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 10.38	$ 13.70	$ 21.38
3/4 inch	$ 15.56	$ 20.54	$ 32.07
1 inch	$ 25.94	$ 34.26	$ 53.45
1 1/2 inch	$ 51.89	$ 68.51	$ 106.89
2 inch	$ 83.04	$ 109.65	$ 171.02
3 inch	$ 166.05	$ 219.26	$ 342.05
4 inch	$ 259.46	$ 342.59	$ 534.45
6 inch	$ 518.93	$ 685.20	$ 1,068.90
8 inch	$ 830.30	$ 1,096.33	$ 1,710.24
10 inch	$ 1,193.54	$ 1,575.95	$ 2,458.47
	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	$ 4.62	$ 6.10	
< 6,001 (Residential)			$ 2.27
Over 6,000 (Residential)			$ 2.84
Non-residential			$ 2.27

HOLIDAY HAVEN MONTHLY SEWER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 16.43	$ 23.20	$ 30.03
3/4 inch	$ 24.61	$ 34.76	$ 45.05
1 inch	$ 41.05	$ 57.98	$ 75.09
1 1/2 inch	$ 82.09	$ 115.94	$ 150.17
2 inch	$ 131.34	$ 185.50	$ 240.27
3 inch	$ 262.69	$ 371.02	$ 480.54
4 inch	$ 410.45	$ 579.71	$ 750.85
6 inch	$ 820.89	$ 1,159.42	$ 1,501.70
8 inch	$ 1,313.44	$ 1,855.08	$ 2,402.72
10 inch	$ 1,888.07	$ 2,666.69	$ 3,453.91
	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	$ 8.79	$ 12.41	$ 10.07
Non-residential	$ 10.53	$ 14.88	$ 13.17

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

ORIGINAL

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 15 AM 10: 41
COMMISSION CLERK

Name Sinclair

Address 1611 Crest Drive
Lake Worth Florida 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

We are 100% flatly opposed to this rate increase

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Eric & Janie Sinclair
1611 Crest Dr.
Lake Worth, FL 33461-6138

WEST PALM BEACH
FL 334 4 L
13 AUG 2007 PM

USA FIRST-CLASS FOREVER

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

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 AUG 15 AM 10:40
COMMISSION CLERK

Name LYNDA LEE/DANA KINSER

Address 1427 CREST DR
LAKE WORTH FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

WE have "NEVER" experienced a worse EXPERIENCE with any company than with AQUA UTILITIES. IT HAS TAKEN 7 months OF PHONE CALLS & ARGUING JUST TO GET OUR ACCOUNT OVERCHAGES SETTLED. WE HAVE BEEN CONTINUOUSLY CHARGED FOR 38000-40000 GAL WATER USAGE/MONTH & WE DON'T HAVE A POOL!! THERE IS ABSOLUTELY "NO" REASON TO KEEP THIS UTILITY AS A PROVIDER, MUCH LESS GRANT AN INCREASE OF RATE USAGE. THEY SIT IN THEIR NORTHERN OFFICES, PROVIDE NO CUSTOMER SERVICE, OVERCHARGE & APPROXIMATE USAGE CONSTANTLY. IT'S BAD ENOUGH THAT WE HOMEOWNERS @ LOE ARE "RIPPED OFF" MONTHLY FOR ELECTRICITY FROM THE CITY of LAKE WORTH, BUT THIS IDEA OF ANY RATE INCREASE BY "AQUA" IS "RIDICULOUS"! BEYOND WORDS!!! I AM CONSIDERING DROPPING MY OWN WELL SHOULD COST INCRESE.

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LYNDA H. LEE
1427 Crest Dr.
Lake Worth, FL 33461

WEST PALM BEACH
FL 334 3 T
13 AUG 2007 PM

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

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RECEIVED-FPSC
07 AUG 15 AM 10:40
COMMISSION CLERK

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name W. L. Buxton

Address 1402 Lake Bass Dr.
Lake Worth, Fl. 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Rate increases, in my opinion, should be based upon a reasonable expection of making a profit.

Aqua Utilities does not provide clients good service - eg. - Extremly high bills when history shows usage is farr less & no, nice response when spoke to about the trouble

Also, when a call is made for emergency purposes I have never received a call Back

TNX-WLB

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P.O. BOX 6823
LAKE WORTH, FL 33461-6823

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

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

ORIGINAL

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 15 AM 10:40
COMMISSION CLERK

Name Jennifer Ryan

Address 1322 Lake Victoria Dr.
Lake Worth, FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I think it is simply outrageous that any utility company would seek to increase their fees by 600%!! Palm Beach County is fast becoming the most expensive County to live in. I am so upset about the cost of living in this County that I am seriously thinking of moving. My husband & I have lived in Palm Beach County for our entire lives and feel we are being left with no other choice but to relocate. We already pay over $6,000 a year in insurance for our very small home and this utility increase will simply break us!

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Jennifer Ryan
1322 Lake Victoria Dr
LW, FL 33461

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

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

ORIGINAL

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 15 AM 10:39
COMMISSION CLERK

Name CARL LINDERSON

Address 1409 CREST DR
LAKE WORTH, FL 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Where I live, Aqua buy their water from the city of Lake Worth. They mark the price up and sell it to me. Their main concern are the pipelines and fire hydrants. I've seen no maintenance of any kind in a long time. They pay the meter readers min-wage in sure. My services have not improved at all but the price has. Please do not allow any gouging price increases.

Have the CEO and high management take a wage cut. I'm sure their overpaid.

Carl Linderson

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Fold and tape – see back for address

Carl Linderson
1409 Crest Dr.
Lake Worth, FL 33461

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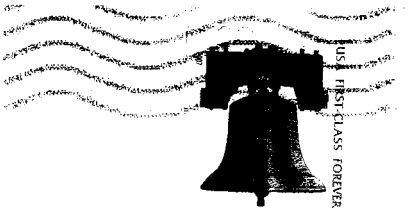
13 AUG 2007 PM



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

323 : +2 : 72

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

Name Sandra + Harold Tessier

Address 1415 Michigan Dr.
Lake Worth, FL 33461

RECEIVED-FPSC
07 AUG 15 AM 10:39
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

If those who regulate utilities, taxes, and homeowners insurance are trying to "run off" residents of Palm Bch. County, they are succeeding! Four homes on my short block are "FOR SALE" As a resident of Lake Osborne Estates (county), we have the highest electrical rates in the state for the past 45 years. Now Aqua Utilities is trying to be the highest water rates in the state. AUF, Inc. doesn't even generate the water, they just buy it from Lake Worth Util. & resell it to LOE residents. AUF, Inc has already doubled our water rates this past spring and now they are trying to raise the rate 600%. Another case of a "cash cow" and GREED at the expense of overtaxed homeowners. Please stop this greedy bunch and don't allow this rate increase to happen.

Thank you!
-Mrs. Tessier

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Tessier
1415 Michigan Dr.
Lake Worth, FL 33461

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FL 334 3 T
13 AUG 2007 PM

USA First-Class

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

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

Name

Mr. & Mrs. Robert S. Bacon
1408 Lake Geneva Dr.
Lake Worth, FL 33461

Address

RECEIVED-FPSC
07 AUG 15 AM 10: 39
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

We do not approve of the increase of 600% by the Aqua Utilities Florida, Inc. on our Water bills. This is an unreasonable increase and is like highway robbery.

Aqua purchased from a Water company which had reasonable rates. They hold the residents hostage for this huge water increase. The Public Service Commission has a responsibility to order a reasonable rate for our water.

Robert S. Bacon
Miriam H. Bacon

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Fold and tape – see back for address

Mr. & Mrs. Robert S. Bacon
1408 Lake Geneva Dr.
Lake Worth, FL 33461

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23 AUG 2007 PM

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

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

ORIGINAL

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 15 AM 10: 38
COMMISSION CLERK

Name BARBARA FORSYTHE

Address 1417 HIGH RIDGE ROAD
LAKE WORTH, FL. 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

WHAT "IMPROVEMENTS" HAVE AQUA UTILITIES made???

CONSUMER COMMENTS

I've lived in Lake Osborne Estates for 36 years and have seen many utility companies come and go after bleeding all the profit they can out of our water service. We pay the City of Lake Worth a 25% surcharge on water because we are outside the City limits, the county imposes a surcharge on us; the water pressure is consistently LOW. Drought restrictions limit us to 4 hours of watering once a week (10 minutes per zone for my lawn is like spitting in the ocean to try to fill it up!) Lake Worth imposes another surcharge (30%!!!) for more than 5,000 gallons/month consumption (most localities charge 5% extra for over 10,000 - 15,000 gallons/month). I cannot do laundry once per week, dishes once per week, take a daily shower (NAVY style), cook, make

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Fold and tape – see back for address

STAMP

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

Fold Here

ice cubes, drink water, flush toilets or do the usual necessary daily activities using water — MUCH LESS WATER MY LAWN FOR 10 MINUTES PER ZONE EVERY 7 DAYS for 5,000 gallons per month — and Aqua Utilities wants to impose a 600% (?!?) increase for this?

GET REAL, PEOPLE — We're not all rich in Palm Beach County. No wonder we have so many public officials and citizens engaged in graft, corruption and crime; they can't afford to live an honest, decent life here because of greedy utilities, insurance companies, drug companies, lawyers, etc. What are the top officers' of Aqua Utilities paid in salaries, benefits and perks? Aren't they getting enough? HELP THE NEEDY, NOT THE GREEDY! Greed is NOT A GOOD THING — Give us a break....

Tape

Fold Here

ORIGINAL

RECEIVED FPSC
07 AUG 15 AM 10: 38
COMMISSION CLERK

July 16 2007

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

Re: Aqua Utilities Florida, Inc.
Docket No 060368-WS

Dear Ladies and Gentlemen:

This letter is to address the request for increased water and wastewater rates by Aqua Utilities Florida as outlined in FPSC Special Report issued May/June 2007.

Aqua Utilities Florida purchased our water utility company from Florida Water Services Corp in April of 2004 and pursuant to FS 367.081(14) February of 2005 they requested a rate increase of water rates 0.95% and waste water rate increase of 0.97% which FPSC granted. In November 2005 they requested a rate increase of water rate of 2.02% and a waste water rate increase of 0.91% respectively which was granted. I would assume these increases would allow Aqua Utilities Florida to maintain the facilities they purchased and provide our subdivision (Palm Port Subdivision East Palatka, Fl) with the services contracted.

The Special Report of May/June indicates that FPSC has already granted Aqua Utilities and interim rate increase which amounts to 37%increase in water and waste water rates over the present rates. This interim rate percentage increase is outrageous and should not have been granted by the FPSC. The final requested rate increase represents a 277%increase over the present rates.

In your offices Special Report May/June the second paragraph states the rate increase request was "to generate a fair rate of return on its (Aqua Utilities of Florida) investment" which was the purchase of this utility from Florida Water Services. The parent company of Aqua Utilities of Florida is Aqua America, Inc. and the total financial results of this company indicates they earned a net profit, sales minus expenses, of 17% return on assets. This rate of profit is not available to 95% of public companies nationwide.

Our local system has not protested previous rate increases as they were small amounts on an annual basis as we understand the increase of the cost of equipment maintenance and increase costs of the chemicals used, but the increase Aqua utilities has requested represent and unwarranted amount in the cost of this service.

It is my position as a resident of Palm Port that I would recommend the FSCS deny the final rates requested and also rescind the 37% increase of the interim rates and allow a modest rate increase as has been the allowed in the past.

Thank you for your assistance in this matter.

Very Truly Yours,

David R. Maultsby
116 MAGNOLIA DR.
EAST PALATKA 32131

CMP ____
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CTR ____
ECR ___|___
GCL ___|___
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

ATTACHED ARE RANDOM AQUA WATER BILLS PRIOR TO AND AFTER INTERIM WATER RATE INCREASE. PLEASE HELP US IN THIS MATTER. MOST PEOPLE IN THIS NEIGHBORHOOD ARE RETIRED AND ON FIXED INCOME

AQUA

Service To:
DAVID R. MAULTSBY
116 MAGNOLIA DR
EAST PALATKA, FL 32131-4181
Lot: 0000100 Block:

Account Number
000885348 0628841
PALM PORT

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
February 19, 2007	**$ 77.27**	**March 13, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93730438	5/8	02/01/07	30	Actual	637400	3,500	Gallon
		01/02/07		Actual	633900		

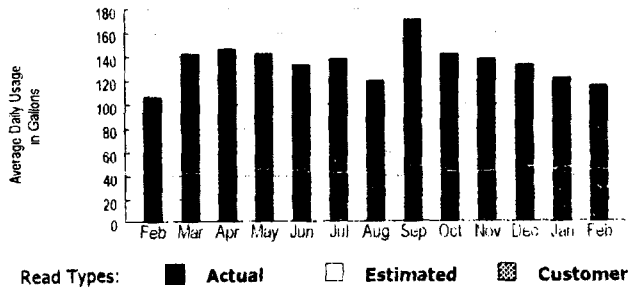
Average Daily Usage = 116 Gallons Total Days: 30 Total Usage: 3,500 Gallon

Billing Detail

BEFORE CHANGE INCREASE

Amount Owed from Last Bill		$ 82.34
Total Payments Received		82.34
Balance		**0.00**
Water Base Facility Charge	12.57	
3,500 gallons @ $0.00443 per gallon	15.51	
Current Water Charges		28.08
Sewer Base Facility Charge	20.28	
3,500 gallons @ $0.00826 per gallon	28.91	
Current Sewer Charges		49.19
Amount Due 03/13/07		**$ 77.27**

Water Usage History



Message Center

1336444

FL2540865

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Service To:

AQUA

Service To:
DAVID R. MAULTSBY
116 MAGNOLIA DR
EAST PALATKA, FL 32131-4181
Lot: 0000100 Block:

Account Number
000885348 0628841
PALM PORT

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Tel: **877.987.2782**
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Questions about your water/sewer service?... Contact us before the due d

Bill Date	Total Amount Due	Due Date
March 09, 2007	**$ 77.27**	**April 02, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93730438	5/8	03/01/07	28	Actual	640900	3,500	Gall
		02/01/07		Actual	637400		

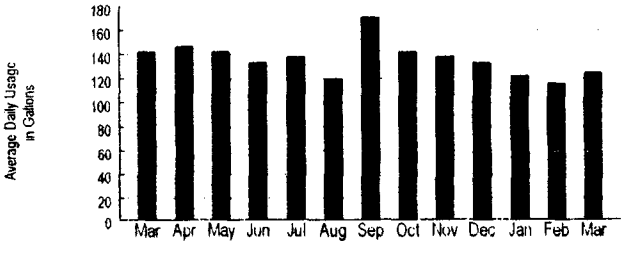
Average Daily Usage = 125 Gallons — Total Days: 28 — Total Usage: 3,500 Gall

Billing Detail

BEFORE CHANGE INCREASE

Amount Owed from Last Bill		$ 77.27
Total Payments Received		77.27
Balance		**0.00**
Water Base Facility Charge	12.57	
3,500 gallons @ $0.00443 per gallon	15.51	
Current Water Charges		28.08
Sewer Base Facility Charge	20.28	
3,500 gallons @ $0.00826 per gallon	28.91	
Current Sewer Charges		49.19
Amount Due 04/02/07		**$ 77.27**

Water Usage History



Read Types: **Actual** **Estimated** **Customer**

Message Center

AQUA

Service To:
DAVID R. MAULTSBY
116 MAGNOLIA DR
EAST PALATKA, FL 32131-4181
Lot: 0000100 Block:

Account Number
000885348 06288
PALM PORT

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the du

Bill Date	Total Amount Due	Due Date
April 25, 2007	**$ 108.69**	**May 17, 2007**

Meter Data

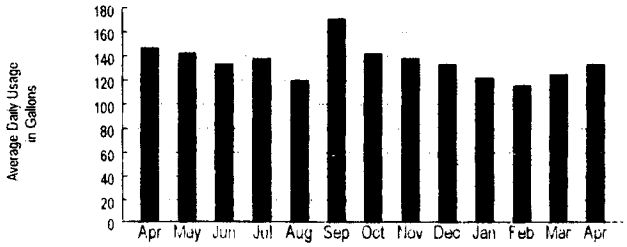
	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage
	93730438	5/8	04/09/07	39	Actual	646100	5,200
			03/01/07		Actual	640900	
Average Daily Usage = 133 Gallons			Total Days:	39		Total Usage:	5,200

Billing Detail

AFTER INCREASE

Amount Owed from Last Bill	$ 77.27
Total Payments Received	77.27
Balance	**0.00**
Current Water Charges	39.38
Current Sewer Charges	69.31
Amount Due 05/17/07	**$ 108.69**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be used when to ensure correct posting of your Aqua payment.

AQUA

Service To:
DAVID R. MAULTSBY
116 MAGNOLIA DR
EAST PALATKA, FL 32131-4181
Lot: 0000100 Block:

Account Number
000885348 0628841
PALM PORT

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
June 15, 2007	**$ 200.55**	**July 10, 2007**

Meter Data

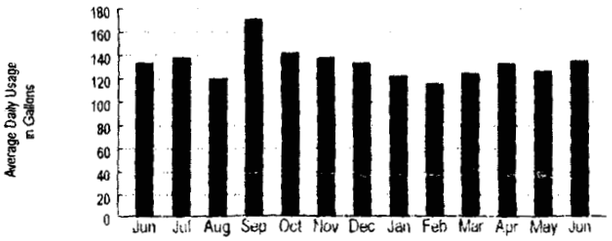
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93730438	5/8	06/01/07	30	Actual	653100	4,100	Gallons
		05/02/07		Actual	649000		

Average Daily Usage = 136 Gallons — Total Days: 30 — Total Usage: 4,100 Gallons

Billing Detail AFTER INCREASE

Amount Owed from Last Bill		$ 83.46
Total Payments Received		0.00
Balance		**83.46**
Water Base Facility Charge	16.60	
4,100 gallons @ $0.00585 per gallon	23.99	
Current Water Charges		40.59
Sewer Base Facility Charge	28.65	
4,100 gallons @ $0.01167 per gallon	47.85	
Current Sewer Charges		76.50
Amount Due 07/10/07		**$ 200.55**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Pd 83.46 — 06-22-07 CK # 1542
Pd 117.09 — 06-27-07 CK # 1549

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

1336444 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL2540865

Return this portion with your payment. Service To:

AQUA

Service To:
DAVID R. MAULTSBY
116 MAGNOLIA DR
EAST PALATKA, FL 32131-4181
Lot: 0000100 Block:

Account Number
000885348 062884
PALM PORT

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
July 12, 2007	**$ 125.84**	**August 03, 2007**

Meter Data

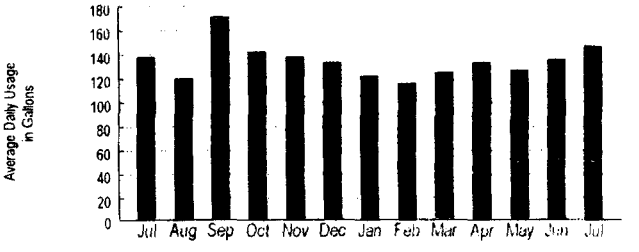
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Un
93730438	5/8	07/02/07	31	Actual	657700	4,600	Ga
		06/01/07		Actual	653100		

Average Daily Usage = 148 Gallons — Total Days: 31 — Total Usage: 4,600 Ga

Billing Detail AFTER INCREASE

Amount Owed from Last Bill	$ 200.55
Total Payments Received	200.55
Balance	**0.00**
Water Base Facility Charge	16.60
4,600 gallons @ $0.00585 per gallon	26.91
Current Water Charges	43.51
Sewer Base Facility Charge	28.65
4,600 gallons @ $0.01167 per gallon	53.68
Current Sewer Charges	82.33
Amount Due 08/03/07	**$ 125.84**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

1336444 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL2540865

060368- WS

Dul

Ellen Plendl

From: Notes_Control/EOG%EOG@eog.fl.gov on behalf of Charlie.Crist@eog.myflorida.com
Sent: Friday, August 03, 2007 9:32 AM
To: Ellen Plendl
Subject: Icorrespondence

ORIGINAL

INTERNET CONTACT RECEIVED BY THE EXECUTIVE OFFICE OF THE GOVERNOR ON 07/22/2007 07:58:43 PM

Kathleen Alviano
5440 Knight Ave
Sebring, Florida 33875
(863) 655-1910
alxmarsam1@embarqmail.com

Name/Firm/Company: Public Service Commission Subject/Category:

Questions/Comments:

Why is my community paying an interum rate hike more than double other communities in this area in regards to Aqua Utilities Florida Inc. We live less than one block away from the utility that services us and yet we pay a base facility charge 4 times higher than other areas in Highlands County. What Gives? This is discriminatory and we have lousy smelling and lousy tasting water that needs to be filtered and even then you can not stand the smell or taste of this water and need to buy bottled water. I would like Gov. Crist to investigate this issue ASAP!!!!!!!!!

When we moved into this area 4 years ago next month we paid a monthly water bill of $10 to $12 per month. The last 2 months it has skyrocketted to $106.00 per month even though we have installed a well for watering our property.This is not only outrageous, but many in our area are on a fixed income and I am sure are having great difficulty making payments. We are a 2 working parent family and are not home to use excess water. The water facility says this is interim payment until Jan. 2008, will we get this money refunded when the actual increase that was requested is granted? (Much less than our interum rate). HELP!!!!!!!!!!!!!!!!

The utility has not explained why we are paying a greater amount than the other areas. If we refuse to pay this, they will turn our water off. We presently do have a well that we use for our sprinkler system and may be forced to use this as our main water source, however converting our home to complete well water will certainly be an extra expense. Is the Governor willing to assist us and our neighbors in this cost factor? Tax revenue will also be lost should this occur. I invite Mr. Crist to come to my home and have a taste of our not so delicious tap water. The smell of rotten eggs from our shower and the last few years of water quality testing that shows if we have a continual exposure over several years will be carcinogenic does not in our mind say we should be paying this extremely outrageous amount for lousy water. Please help us and our community. Should we get no response I will be forced to bring this letter to the major news media for assistance and further investigation. Our community needs to have this issue handled immediately. Thank you Gov. Crist for your anticipated quick response in this matter. They call you the People's Governor now prove it by your quick response. Thank you.

Sincerely,
Kathy and Joe Alviano

RECEIVED-FPSC
07 AUG 14 PM 2:46
COMMISSION CLERK

CMP ___ COM ___ CTR ___ ECR ___ GCL ___ OPC ___ RCA ___ SCR ___ SGA ___ SEC ___ OTH ___

utilities
CAS

OFFICE OF THE GOVERNOR
CITIZEN SERVICES

07 JUN 13 PM 2:35

June 6, 2007

ORIGINAL

Docket 060302-WS

Sir.
Charlie Crist.
Florida Governor.
Plaza Level 05, The Capitol.
400 S. Monroe Street.
Tallahassee, FL. 32399-0001

Dear Governor:

SUBJECT: OUTRAGEOUS WATER/SEWER BILL FROM AQUA UTILITIES.
DOCKET No. 060368-SW.

As a current residence in Chuluota, Seminola FL. I'm disgruntled to hear that our water/sewer base rate will increase close to $100. This is unsatisfactory due to that our neighbors who live in older homes in the same city are paying a much less bill near $50. Are we simply getting that much better water that our neighbors ? Is there are any particular reason for the base rate increase ? Chuluota water rates are reported to be the highest in the southeastern U.S.

Please don't hesitate to respond by either contacting me or purging the rate increase.

Sincerely,

Orlando Carroll.

Orlando A. Carroll.

534 Granite Circle
Chuluota, FL. 32766

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ECR 1
GCL 1
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COMMISSION CLERK

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JUL 30 2007
Florida Public Service Commission
Division of RCA

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

RECEIVED-FPSC
07 AUG 13 AM 11: 12
COMMISSION CLERK

August 10, 2007

ORIGINAL

Mr. & Mrs. Ernest Greene
4547 Sebring Lakes Blvd.
Sebring, Florida 33875

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Greene

Thank you for your fax to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the

hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Bev DeMello

Bev DeMello
Assistant Director

BSD/jb
Enclosure
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

ORIGINAL

August 10, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

RECEIVED-FPSC
07 AUG 13 AM 11:12
COMMISSION CLERK

Mr. & Mrs. Lowell Wegner
23 Pinecrest Street
Lake Placid, Florida 33852

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Wegner:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Sincerely,

Bev DeMello

Bev DeMello
Assistant Director

BSD/jb
Enclosure
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

ORIGINAL

August 10, 2007

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DOCUMENT NO. 06349-07
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RECEIVED-FPSC
07 AUG 13 AM 11: 12
COMMISSION CLERK

Mr. & Mrs. John T. Higginbotham
117 Cypress Drive
East Palatka, Florida 32131

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Higginbotham:

Thank you for your fax to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the

hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

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Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Bev DeMello

Bev DeMello
Assistant Director

BSD/jb
Enclosure
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 080368-WS

RECEIVED-FPSC
07 AUG 13 AM 10: 02
COMMISSION CLERK

Name Mrs. Charlotte Grossi

Address 1413 Ontario Dr.
L. W. Fla. 33461

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

It's outrageous!
Living on fixed income!
Maybe word will get around
that having a deep well for
all our water needs is the
way to go.

Submitted Respectfully,
CP

CMP
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Charlotte Prevost
1413 Ontario Dr.
Lw, Fl. 33461

FL 334 3 T
11 AUG 2007 PM

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

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 13 AM 10: 02
COMMISSION CLERK

Name Helen M. Jones

Address 1613 Crest Dr.
Lake Worth, Fl. 33461

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CONSUMER COMMENTS

I believe in every Company making an honest profit – but 600% increase!

How selfish are you??

H M J

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Helen Jones
1613 Crest Dr.
Lake Worth, FL 33461

WEST PALM BEACH
FL 334 7 L
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DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG 13 AM 10: 02
COMMISSION CLERK

Name Mrs. Janet McPherson
Address 1616 Crest Dr.
Lake Worth, Fl. 33461

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CONSUMER COMMENTS

I am 80 years old. There is no way that I can afford such an increase in the cost of water! My monthly income is $990. With the cost of living so high it is not a pleasure to live a long life! (A widow.)

Janet McPherson

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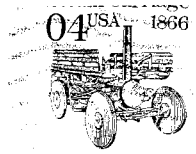
11 AUG 2007



Mrs. Jan McPherson
1616 Crest Dr.
Lake Worth, FL 33461-6166

Florida Public Service Commission
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2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

32399-0850

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Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

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COMMISSION CLERK

Name Edna Bonnell
Address 1615 Crest Dr
Lake Worth, Fla 33461

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CONSUMER COMMENTS

I'm a 101 year old woman, living on little more than S.S.
Will I have to stop drinking H2O or stop taking showers? I will if we do not stop these robbers!!
Edna Bonnell

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Gina Bonnell
1615 Crest Dr
Lake Worth, Fl. 33461

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Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name Alana Starosielec

Address 1403 Tahoe Ct
Lake Worth, FL 33461

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COMMISSION CLERK

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CONSUMER COMMENTS

My reason for writing today is to stop a 600% increase in my water bill. Palm Beach County is already one of the most expensive counties in Florida to live in. I feel that this is an unjust rate increase. Our utilites and property taxes are already high enough, please don't drive us out of our homes with one more ridiculous bill!

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A Starosielec
1403 Tahoe Ct
Lake Worth, FL 33461

FL 334 S.T.
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Tallahassee, Florida 32399-0850

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Application for a Rate Increase in
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Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

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COMMISSION CLERK

Name PATRICIA BLACK
Address 5748 SOUTH DRIVE
LAKE WORTH FL 33461

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CONSUMER COMMENTS

I have lived in this house 6 years. My water Bill was never more than $11.75. Now my last Bill was $27.00 for using the same amt of water. I live alone so my water consumption has not changed

NO MORE INCREASES

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3748 South DR
LAKE WORTH FL
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PM 2 T

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Tallahassee, Florida 32399-0850

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Application for a Rate Increase in
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Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name Kenneth Hurd Family

Address 5144 LAKE Osborn Dr
Lake Worth, Fl. 33461

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08 AUG 13 AM 10:02
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I have lived here for 38 yrs. Senior Citizen 87 yrs old living on Fixed Income.

I can't see any justification for this rate hike. Another Utility Company with rate hike!

I would like to stay in my house but with such outrageous rate hikes we're being forced out.

Kindly give us a little consideration and make life a bit more comfortable.

Please review our situation and give us help if possible.

Thank you
Kenneth Hurd

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Mr Kenneth G Hurd
5144 Lake Osborne Dr.
Lake Worth, FL 33461-6050

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

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Application for a Rate Increase in
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Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

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07 AUG 13 AM 10: 02
COMMISSION CLERK

Name DR ROSS E EVANS

Address 5404 Lake Osborne Dr
Lake Worth, Fla 33461

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CONSUMER COMMENTS

our waters bills are high enough — all living expenses are high — Stop the escalation of water bills — 6% guaranteed is enough —

R Evans

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Fold and tape – see back for address

Mr. K[illegible]vans
5404 L[illegible] Osborne Dr.
Lake Worth, FL 33461

s Evans
ke Osborne Dr.
orth, FL 33461

[illegible]ST PALM BEACH
FL 334
AUG 2007 PM 1 T

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

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Mr. [illegible]vans
540[illegible] Osborne Dr.
Lak[illegible]L 33461

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COMMISSION CLERK

Name: David N. Muth

Address: 5472 Lake Osborne Dr.
Lake Worth, FL 33461

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CONSUMER COMMENTS

I find it ridiculous that an Increase of 600% can even be suggested. Quite honestly a 10% increase is unacceptable at this point. We have had NO services on our water supply and this company simply purchases the water from the City of Lake Worth and marks it up. Our water pressure is poor and if we need service we are treated like second class as we also receive sewer work from the City of L.W. Please Stop the RIP OFF!

Thanks for your time

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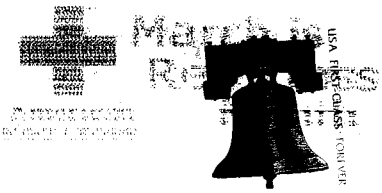
David N. Muth
5472 Lake Osborne Dr.
Lake Worth, FL 33461

PALM BEACH
FL 334
11 AUG 2007 PM 1 T



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

32399+0850

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DOUGLAS & PATRICIA BAZZEL
54 Venetian Parkway
LAKE Placid, FL 33852
863-465-0830

August 10, 2007

060368-WS

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

RECEIVED-FPSC
07 AUG 13 AM 10: 02
COMMISSION CLERK

Dear Sirs,

This letter is to try to keep our monthly water bills from Aqua Utilities in a fair range for both parties. We have an average bill of $40.00 to $60.00 a month, and $26.00 basic with no usage. This is basically clothes and dishes washing and toilet flushing. We have a separate well for lawn and exterior washing. The drinking water is not palatable, we purchase our bottle drinking water.

We are two persons in a 55 plus community with a fixed income. Please be advised of the situation before you vote on raising the rates for Aqua Utilities in our community

Thank you in advance.

Sincerely,

Patricia Bazzel

Patricia Bazzel

CMP ____
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07 AUG 13 AM 8: 46
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NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY COMPLIANCE AND CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

August 8, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

RECEIVED-FPSC
07 AUG -9 PM 4:57
COMMISSION CLERK

Mr. & Mrs. Thomas H. Sahrow
1366 Lake Josephine Drive
Sebring, Florida 33875

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Sahrow:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Sincerely,

Martha Golden

Martha Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosure
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
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Public Service Commission

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DISTRIBUTION: _____

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COMMISSION CLERK

Mr. Raymond N. McDowell
34910 Carl Avenue
Zephyrhills, Florida 33541

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. McDowell:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Sincerely,

Martha Golden

Martha Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosure
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Elizabeth Hochlander
35210 Ada Avenue
Zephyrhills, Florida 33541

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Hochlander:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the

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The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosure
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

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STATE OF FLORIDA

DIVISION OF REGULATORY COMPLIANCE AND CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

August 8, 2007

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COMMISSION CLERK

Mr. Frank Sparapani
4602 Madison Avenue
Zephyrhills, Florida 33541

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Sparapani:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Sincerely,

Martha Golden

Martha Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosure
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

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August 8, 2007

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COMMISSION CLERK

Mr. & Mrs. Wayne Kemp
117 Orange Drive
East Palatka, Florida 32131

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Kemp:

Thank you for your fax to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Sincerely,

Martha Golden

Martha Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosure
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

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ASSISTANCE
DANIELLE [illegible], DIRECTOR
(850) 413-6480

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DOCUMENT NO. 06349-07
DISTRIBUTION:

Patricia Strickland Smith
111 Orange Drive
East Palatka, Florida 32131

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Smith:

Thank you for your fax to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Sincerely,

Martha Golden

Martha Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosure
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
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COMPLIANCE AND CONSUMER
ASSISTANCE
[illegible] DIRECTOR
(850) 413-6480

Public Service Commission

August 8, 2007

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DISTRIBUTION: _____

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COMMISSION CLERK

Mr. & Mrs. John LaForge
134 Palm Trail
East Palatka, Florida 32131

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. LaForge:

Thank you for your fax to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Sincerely,

Martha Golden

Martha Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosure
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

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DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

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July 27, 2007

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DOCUMENT NO. 06349-07
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COMMISSION
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Ms. Megan Tanis
420 Empress Lane
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Tanis:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mail on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

You asked why your service is provided by a private company rather than Seminole County. Florida Statutes allow for the construction of privately owned water and wastewater facilities if no other utility systems exist that can serve the new development. When the Chuluota area was first developed, Seminole County did not have any water and wastewater facilities available that could provide service in that area. Therefore, a Certificate of Authorization was granted to authorize a private utility company to be the sole water and wastewater provider within that specific geographic area. When Aqua purchased the water and wastewater facilities from Southern States Utilities, Inc., Aqua took over the responsibility of providing service within the geographic territory specified by that Certificate of Authorization.

The Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. A copy of the Consent Order is enclosed if you are interested in learning more about that process. If you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

The PSC staff is currently working closely with the DEP on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
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August 2, 2007

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DOCUMENT NO. 06349-07
DISTRIBUTION

Mr. & Mrs. Roberto Roman
178 Velveteen Place
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Roman:

The Florida Attorney General's Office has provided the Florida Public Service Commission (PSC or Commission) with a copy of your letter to Attorney General Bill McCollum in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the PSC Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of customer concerns related to the billing practices of Aqua. Some concerns we have heard from other customers include: inconsistent meter readings, variation in the number of days in the billing cycle, modification of account numbers without prior notice, and elimination of the breakdown of the base facility and gallonage charges on the bill. PSC staff are currently investigating Aqua's general billing practices as part of this rate proceeding. If the staff determines that Aqua's billing practices are not in compliance with PSC rules, the staff will recommend to the Commissioners that Aqua be required to modify its billing practices. If you have a specific bill that you believe was calculated in error and have not received a satisfactory explanation from the utility, you may file a complaint with the PSC by calling our toll free number 1-800-342-3552. I have enclosed our brochure, "If You Have a Problem with Utility Service or Rates," that describes the PSC's complaint resolution procedures in more detail.

Also, the Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. A copy of the Consent Order is enclosed if you are interested in learning more about that process. If

you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

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Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

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> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

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If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (3)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
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[illegible] M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

August 6, 2007

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DOCUMENT NO. 06349-07
DISTRIBUTION

Dr. Svetlana S. Shtrom, Ph.D.
516 Osprey Lakes Circle
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Dr. Shtrom:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). Also, thank you for taking the time to attend the customer meeting that was held in Oviedo on June 26, 2007. We appreciate your time and input. To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. A copy of the Consent Order is enclosed if you are interested in learning more about that process. If you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

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The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further

assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (2)
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Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
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Public Service Commission

July 27, 2007

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COMMISSION CLERK

Mr. Don Soule
391 Velveteen Place
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Soule:

Thank you for your second E-mail and additional letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). My records indicate that Ms. Bev DeMello sent you a letter on June 12th in response to your first E-mail on this matter. To give the PSC Commissioners and staff an opportunity to review and understand your concerns, we have placed both of your E-mails and the letter on the correspondence side of the docket file. Also, thank you for taking the time to attend the customer meeting that was held in Oviedo on June 26, 2007, and for filing additional comments afterward. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

As follow-up to Ms. DeMello's letter, we wanted to provide you with some additional information about the water system that serves your area. The Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. A copy of the Consent Order is enclosed if you are interested in learning more about that process. I have also provided this information to Ms. Janis Dunn in a separate letter. If you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

Again, thank you for taking the time to share your concerns with us. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (1)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
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August 6, 2007

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DISTRIBUTION: _____

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COMMISSION CLERK

Ms. Marlene Sapp
4142 Fairbanks Drive
Sunnyhills, Florida 32428

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Sapp:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). It is my understanding that you previously spoke to PSC staff member Jared Deason about your concerns, however, we also wanted to formally respond to your E-mail. To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mail on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

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Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosure (1)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
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July 19, 2007

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DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Barb Stebbins
P.O. Box 620563
Oviedo, Florida 32762

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Stebbins:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of customer concerns related to the billing practices of Aqua. Some concerns we have heard from other customers include: inconsistent meter readings, variation in the number of days in the billing cycle, modification of account numbers without prior notice, and elimination of the breakdown of the base facility and gallonage charges on the bill. PSC staff are currently investigating Aqua's general billing practices as part of this rate proceeding. If the staff determines that Aqua's billing practices are not in compliance with PSC rules, the staff will recommend to the Commissioners that Aqua be required to modify its billing practices. If you have a specific bill that you believe was calculated in error and have not received a satisfactory explanation from the utility, you may file a complaint with the PSC by calling our toll free number 1-800-342-3552. I have enclosed our brochure, "If You Have a Problem with Utility Service or Rates," that describes the PSC's complaint resolution procedures in more detail.

Also, the Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. A copy of the Consent Order is enclosed if you are interested in learning more about that process. If you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
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Orlando, Florida 32803-3767
(407) 894-7555

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Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (3)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
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Division of Economic Regulation (Bulecza-Banks, Rendell)
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STATE OF FLORIDA

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August 6, 2007

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DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Norma Bevans
11445 County Road 675
Webster, Florida 33597

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Bevans:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

You mentioned your concern about the interim rates that were granted by the PSC. Florida law allows a water or wastewater company that files a petition for a rate increase to also request approval of interim or temporary rates that can be charged while the rate case is being considered by the Commission. Interim rates are granted if the utility demonstrates that it cannot earn its approved rate of return during the eight months a rate case typically takes to resolve.

I have enclosed a copy of Chapter 367.082, Florida Statutes, which defines how the Commission is to determine interim rates in case you would like to learn more about that process. The statute also provides that, if the final rates approved by the Commission are lower than the interim rates, the utility will be required to refund the excess revenue plus interest at a rate established by the Commission.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Sincerely,

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
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August 2, 2007

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DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. & Mrs. Jack Wells
510 E. 5th Street
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Wells:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). Also, thank you for taking the time to attend the customer meeting that was held in Oviedo on June 26, 2007. I am sorry that you had to leave before you had an opportunity to speak. We appreciate your time and your input. To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

The PSC staff is currently working closely with the DEP on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee.

If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (3)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY COMPLIANCE AND CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

August 6, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

RECEIVED-FPSC
07 AUG -9 PM 4:56
COMMISSION CLERK

Mr. & Ms. Henry J. Hughes
132 Palm Trail
East Palatka, Florida 32131

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Ms. Hughes:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

You mentioned your concern about the interim rates that were granted by the PSC. Florida law allows a water or wastewater company that files a petition for a rate increase to also request approval of interim or temporary rates that can be charged while the rate case is being considered by the Commission. Interim rates are granted if the utility demonstrates that it cannot earn its approved rate of return during the eight months a rate case typically takes to resolve.

I have enclosed a copy of Chapter 367.082, Florida Statutes, which defines how the Commission is to determine interim rates in case you would like to learn more about that process. The statute also provides that, if the final rates approved by the Commission are lower than the interim rates, the utility will be required to refund the excess revenue plus interest at a rate established by the Commission.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "*Utility Ratemaking in Florida*."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further

assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

August 8, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

RECEIVED-FPSC
07 AUG -9 PM 4:56
COMMISSION CLERK

Mr. & Mrs. Jim Card
5754 Pine Street
Tangerine, Florida 32777

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Card:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha Golden

Martha Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosure
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

RECEIVED-FPSC
07 AUG -9 PM 4:54
COMMISSION CLERK

August 9, 2007 060368

FPSC, CLK - CORRESPONDENCE
[X] Administrative [ ] Parties [ ] Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Theresa Mauriell
9820 Fore Road
Leesburg, Florida 33788

Re: Your Letter dated August 1, 2007 to Commissioner McMurrian

Dear Ms. Mauriell:

Thank you for your letter regarding Aqua Utilities Florida, Inc. (Aqua or Company). Commissioner McMurrian asked that I respond on her behalf.

I wish to thank you for attending and offering sworn testimony at the customer hearing held in Mount Dora on Wednesday, June 27, 2007. The Commission realizes the inconvenience of traveling and attending a service hearing. The Commissioners and Commission staff welcome the opportunity to meet with customers, as the face-to-face contact provides the opportunity to ask questions and receive detailed information on the operations and actions of utility companies under the Commission's jurisdiction.

In your letter, you indicate that you are displeased that your meter was replaced without your knowledge. I would like you to know that the actions taken by Aqua were at my request. Based on information obtained from the 12 service hearings, questions arose as to the accuracy of the meters. I specifically asked that your meter be tested and that the company provide 24 months of billing data for my review. The Company was instructed to calculate a proposed credit if the meter was found to be running fast.

Aqua contacted me and asked if they could send the meters to a testing facility rather than conduct a bucket test in the field. Aqua believed that the customers would prefer the meter tests be conducted by an independent testing facility to ensure the tests were accurate and unbiased. The Commission staff believed that it would be appropriate to have the meters tested at the independent testing facility rather than Aqua conducting field tests. We informed Aqua of our acceptance of the plan.

In your letter, you also expressed dissatisfaction with Aqua's failure to provide advance notice of the meter replacement. We understand that you would have liked to have been notified in advance, however, utilities are not required to notify customers when they replace meters.

Theresa Mauriell
9820 Fore Road
Leesburg, FL 34788

RECEIVED
AUG - 3 2007
F.P.S.C.
COMMISSIONER McMURRIAN

August 1, 2007

Commissioner Katrina McMurrian
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

07 AUG -7 AM 10: 02
ECONOMIC REGULATION

Re: Docket No. 060368-WS

Dear Commissioner:

I attended and spoke at the customer hearing in Mount Dora on June 27. I was impressed with the professionalism of the commissioners and the respect each of you gave to the audience members who spoke. I also left the meeting with the impression that as a group you would take seriously this issue of the increase in rates that Aqua Utilities of Florida is seeking.

My main focus when I spoke at the meeting was that I believed the percentage increases being asked for by Aqua Utilities was beyond reason compared to the costs the company said it was trying to cover and compared to what most businesses increase their charges by. I was asked what I thought about company service and I mentioned that unlike many customers at the meeting, our water was fine. The only trouble I had experienced was with the customer service between **May 2006 and July 13, 2006** when our water meter broke. I simply said that it took us several months to get them to see that the meter was not working. They did finally test ours, found it broken and installed a new one in **July 2006**.

So that took place over a year ago and I have had no problems with the bill since. However...

us first? Now they have **wasted money** by (1) **sending a technician to remove a perfectly good water meter that has been working fine for over a year**, (2) by sending it for testing, and (3) by making my husband and I upset.

My main focus at the June 27, 2007, meeting was that I feel the increase Aqua Utilities is asking for, even in the interim period, is too much and much more than necessary to run a profitable business. The above snafu is another example of why they don't need more money. Why do something before making a simple phone call to be sure of the facts? If this is an example of the way they run their company and waste money, they don't deserve a penny more of their customers' monies.

Also, I tried calling the 877-987-2782 phone number on the notice. The menu could not recognize my account number so I gave it my zip code as asked. None of the menu options seemed to apply except customer service so I hung up. I think a special extension should have been provided. I didn't feel like trying to explain everything to a customer service representative.

I think you heard from enough customers to find out that this company does not deserve or need any rate hikes or a much smaller one than they are requesting. They just need to learn how to run their company in a more cost-efficient and customer-friendly manner.

Thank you,

Theresa Mauriell

Theresa Mauriell

Attachment

Matilda Sanders

RECEIVED-FPSC
07 AUG -9 PM 3:25
COMMISSION CLERK

PSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

From: Troy Rendell
Sent: Thursday, August 09, 2007 3:20 PM
To: 'edjbuss@htn.net'
Cc: Cheryl Bulecza-Banks; Felicia White; Bev DeMello; Stan Riggs; Marshall Willis; Matilda Sanders; Troy Rendell
Subject: Docket No. 060368-WS - Aqua Utilities Florida

I have received your e-mail concerning Docket No. 060368-WS, a request for a rate increase by Aqua Utilities Florida, Inc. I have also reviewed the letter to Representative Grimsley from Dr. Mary Bane. As was addressed in the previous letter to Representative Grimsley, the increase you experienced earlier this year was due to an interim increase.

Aqua filed its application for an increase in water and wastewater rates on December 1, 2006 pursuant to Section 367.081, Florida Statutes. As part of its request, Aqua also requested an interim rate increase. Interim rate increases are allowed under Section 367.082, Florida Statutes. Pursuant to this statute, the Commission is required to act upon a utility's request within 60 days of the filing of the application. The interim rate increase is calculated by formula based on a prima facie case, pursuant to this statute. The interim increase in rates is calculated to allow the utility sufficient rates to earn the minimum of the range of rate of return during the pendency of its rate case.

To determine a prima facie entitlement for interim rate relief, the utility must demonstrate it is earning below it authorized range of reasonableness of its rate of return. This demonstration is based upon the filing submitted by the utility and due to the statutory time, there is not sufficient time to conduct an audit on the financial information. The statute contemplates this limitation and that is why the interim is subject to refund. However, the formula for interim is established by statute and staff ensures the increase is based on this calculation.

On March 27, 2007, the Commission approved the utility's interim rate increase request. These interim rates will remain in effect through the resolution of the utility's rate case. Therefore, there is no method for the customers to receive relief from the approved interim rates. However, these interim rates are held subject to refund pending the completion of the utility's rate case.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and have published the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

The Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. The PSC staff is currently working closely with the DEP on water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters and e-mails such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large

number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee.

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case.

I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call me at (850) 413-6934 or Cheryl Bulecza-Banks (850) 413-6642.

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

DISTRIBUTION CENTER
07 AUG -9 AM 7:29
RECEIVED-FPSC
07 AUG -9 AM 8:33
COMMISSION CLERK

Name Mr. & Mrs. R. D. Trump

Address 114 Cow Creek Court

East Palatka, FL 32131-4188

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Please see attached letter.

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape -- see back for address

August 1, 2007

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Re: Aqua Utilities Florida, Inc.
Docket No. 060368-WS

Dear Ladies and Gentlemen:

This letter is to address the request for increased water and wastewater rates by Aqua Utilities Florida as outlined in the FPSC Special Report issued May/June, 2007.

The previous rate increases that have already been granted to Aqua Utilities by the FPSC have not been protested as we deemed them necessary to maintain their facilities to provide our subdivision (Palm Port Subdivision, East Palatka, Florida) with the services contracted. However, we feel that the "interim rate percentage" that was recently granted represents an unwarranted amount in the cost for the service they provide to us.

As residents of "Palm Port", we respectfully request that the FPSC deny the final rates requested by Aqua Utilities of Florida, (an increase of over 200%); and rescind the over 35% increase of the interim rates and allow a more modest rate increase as has been allowed in the past.

Your assistance in this request will be greatly appreciated.

Yours Truly,

Robert D Trump

Mr. & Mrs. Robert D. Trump
114 Cow Creek Court
East Palatka, FL 32131-4188
386/328-1223

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN PUTNAM COUNTY, FLORIDA BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring these systems in July 2004. Since then, the Utility will have invested approximately $180,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of more than $800 per customer. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the sewage treatment facility, as well as replacing deteriorating pipe that carries waste to the plant. The upgrades also include new security equipment at [illegible] treatment facilities to comply with federal regulations. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Putnam County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Putnam County Library
601 College Road
Palatka, Florida 32177
Phone: 386.329.0126

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – May 16, 2007 at 10:00 a.m. at the St. Johns Water Management District Resource Management Building, Rooms 136A&B, 4049 Reid Street, Palatka, Florida 32177, and May 16, 2007 at 6:00 p.m. at the City Commission Chambers, Gainesville City Hall, 200 E. University Avenue, Gainesville, Florida 32601.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

PALM PORT MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 12.57	$ 16.60	$ 34.17
	Present Rates	**Interim Rates**	**Proposed Final Rates**
Total consumption	$ 4.43	$ 5.85	
< 6,001 (Residential)			$ 6.97
Over 6,000 (Residential)			$ 8.71

PALM PORT MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 20.28	$ 28.65	$ 66.10
	Present Rates	**Interim Rates**	**Proposed Final Rates**
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	$ 8.26	$ 11.67	$ 19.71

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552

ORIGINAL

RECEIVED-FPSC

07 AUG -9 AM 8:32

COMMISSION
CLERK

August 6, 2007

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

Re: Aqua Utilities Florida, Inc.
Docket # 060368-WS

Dear Ladies and Gentleman,

This letter is to address the request for increased water and wastewater rates by Aqua Utilities Florida as outlined in the FPSC Special Report issued May/June 2007.

Aqua Utilities purchased our community's water system (Palm Port Subdivision East Palatka) from Florida Water in April, 2005. Previous rate increases have already been granted by the FPSC. Aqua Utilities most recent rate increase represents over a 277% jump, which is outrageous!

Our community (Palm Port East Palatka) has not contested previous rate increases as they were small, and our community members understand the increase of cost of equipment, labor, and chemicals.

As a resident of Palm Port East Palatka, I respectfully request that Aqua Utilities be denied their rate increase request, and to also resend the previous 37% increase.

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Sincerely,

Richard A. Ryan
118 Magnolia Drive
East Palatka, Fl 32131
386.326.4375

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN PUTNAM COUNTY, FLORIDA BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring these systems in July 2004. Since then, the Utility will have invested approximately $180,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of more than $800 per customer. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the sewage treatment facility, as well as replacing deteriorating pipe that carries waste to the plant. The upgrades also include new security equipment a[illegible] [illegible]atment facilities to comply with federal regulations. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Putnam County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Putnam County Library
601 College Road
Palatka, Florida 32177
Phone: 386.329.0126

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – May 16, 2007 at 10:00 a.m. at the St. Johns Water Management District Resource Management Building, Rooms 136A&B, 4049 Reid Street, Palatka, Florida 32177, and May 16, 2007 at 6:00 p.m. at the City Commission Chambers, Gainesville City Hall, 200 E. University Avenue, Gainesville, Florida 32601.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

PALM PORT MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 12.57	$ 16.60	$ 34.17
	Present Rates	**Interim Rates**	**Proposed Final Rates**
Total consumption	$ 4.43	$ 5.85	
< 6,001 (Residential)			$ 6.97
Over 6,000 (Residential)			$ 8.71

PALM PORT MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 20.28	$ 28.65	$ 66.10
	Present Rates	**Interim Rates**	**Proposed Final Rates**
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	$ 8.26	$ 11.67	$ 18.71

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800-342-3552

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

DISTRIBUTION CENTER
07 AUG -9 AM 7:31
RECEIVED-FPSC
07 AUG -9 AM 8:32
COMMISSION CLERK

Name Wendell + Sherry Keen

Address 116 Orange Drive (Palm Port)
East Palatka FL 32131

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

We have only moved to Palm Port Subdivision A month Ago. Haven't even received A Bill But when I do I do Not want A 149% Increase on A Bill Iwas Shown to be about 75.00%.

Social Security doesn't Even get this type of Increase

Most of the Residence in the Palm Port Subdivision are Retired or Semi Retired + can't afford a 149% Increase. The Rest of the Residence Have Kids + can't afford That type of Increase.

Palm Port is the Highest Paying Utilitie Bill in all your Unit in this Area. Please think about this Strongly before you Increase Our Bills.

Thank You

Kendell Keen - Sherry Keen

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Fold and tape -- see back for address

Kimberley Pena CORRESPONDENCE Consumer

From: Kimberley Pena
Sent: Thursday, August 09, 2007 8:21 AM
To: Matilda Sanders; Martha Golden
Cc: Ann Cole
Subject: RE: Docket No. 060368-WS, Aqua Utilities, Interested Persons List

Per this e-mail, we will do so. Thank you.

From: Matilda Sanders
Sent: Wednesday, August 08, 2007 7:50 AM
To: Martha Golden
Cc: Ann Cole; Kimberley Pena
Subject: RE: Docket No. 060368-WS, Aqua Utilities, Interested Persons List

Morning.....

Will get with Kim and add this person to docket.

Thank you Martha.

From: Martha Golden
Sent: Tuesday, August 07, 2007 3:35 PM
To: Ann Cole; Matilda Sanders
Cc: Bev DeMello; Cheryl Bulecza-Banks; Troy Rendell; Rosanne Gervasi
Subject: Docket No. 060368-WS, Aqua Utilities, Interested Persons List

Hello, Ann & Matilda,

The following customer of Aqua Utilities has requested that he be added to the list of interested persons for Docket No. 060368-WS (Aqua Utilities). His contact information is below:

Physical mailing address:

Gary Schwerdt
342 Osprey Lakes Circle
Chuluota, Florida 32766

E-mail address: gschwerdt@cfl.rr.com

Done 08/09/07 mcc

Please feel free to email if you have questions or need more information before adding him to the list. Thank you!

Martha

Matilda Sanders

From: Consumer Contact
Sent: Wednesday, August 08, 2007 3:05 PM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks; Randy Roland
Subject: FW: , 1 page(s)

Attachments: FAX.TIF

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

RECEIVED-FPSC
07 AUG -8 PM 3:09
COMMISSION CLERK

Docket 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: , 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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  From (ANI):
  Sent to DID:

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  Transfer Speed:    24000

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060366-WS

Name John T and Melissa Higginbotham

Address 117 Cypress Dr
East Palatka, Fl 32131

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

RECEIVED-FPSC
07 AUG -8 PM 3:09
COMMISSION CLERK

CONSUMER COMMENTS

The increase requested is by far unfair.

My husband and I monitor our water use carefully. We pay about 135.00 A month for 2 people. In fact, we buy our own bottled water. We do not drink Aqua's. The increase requested will bring undue hardship on our financial resources and is way too much for the cost of flushing a toilet.

Melissa Higginbotham

Fold and tape – see back for address

Matilda Sanders

From: Consumer Contact
Sent: Wednesday, August 08, 2007 3:02 PM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks; Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 10339

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

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COMMISSION CLERK

docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, August 08, 2007 3:01 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 10339

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: Bob Ferguson
Telephone: 863-409-2499
Email:
Address: 215 Bluebird Ave Lakeland 33809

BUSINESS INFORMATION

Business Account Name: Mary Meinke
Account Number: 000891540 0634639
Address: 215 Bluebird Ave Lakeland Florida 33809

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
As you probabley know : Aqua Water Co. reported a profit of 16.8 million dollars last quarter. Why (even in the intrium) would you the PCS allow Aqua to raise our rates (almost 50%), They have a history of buying up small utility companies and unfairly raiseing the rates, all in the interest of their share holders. They are the largest public traded water co. Do your research, and you will find they (Aqua) don't have a leg to stand on, as far far as wanting a (very unfair) rate increase. Isn't it time for you to stand up for what is right ?
Don't let big business screw the little guy. Please pull back our rates to pre-interim. With $16,800,000 in profits last quarter, they don't deserve a increase.

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Matilda Sanders

From: Consumer Contact
Sent: Wednesday, August 08, 2007 2:59 PM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks; Ruth McHargue
Subject: FW: , 3 page(s)

Attachments: FAX.TIF

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
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RECEIVED-FPSC
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Docket file 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: , 3 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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  Number of Pages:    3
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  From (ANI):
  Sent to DID:

  Duration of Fax:    0:01:32
  Transfer Speed:     14400

  Received Status:    Success
  Number of Errors:   0
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PhoneTools

BVRP software

4547 Sebring Lakes Blvd.
Sebring, FL. 33875

Phone: 863-655-6747

Fax:

RECEIVED-FPSC
07 AUG -8 PM 3:09
COMMISSION CLERK

Message :

Please place this in the file of docket 060368-WS

Thank You

From: Barbara Greene	**To:** Fla. Public Service Commission Office of Commission Clerk
Date: 8/8/2007	**Page(s):** 3

AQUA UTILITIES FLORIDA,
INC.
Docket No. 060368-WS
Application for Rate Increase

Name: Ernest & Barbara Greene
Address: 4547 Sebring Lakes Blvd.
Sebring, FL. 33875

To Whom it May Concern:

Aqua Utilities is literally raping the residents of Sebring Lakes. Raising the rates four hundred percent for water that is **undrinkable** is outrageous.

Our residents are working class or retired people who can not afford to pay $60 to $100 a month for something as necessary as water. Plus the cost of bottled water to drink or to cook with.

The company does not contribute to the cost of new water lines or, obviously, the treatment of their water. They claim to have spent $900,000 on upgrades to their systems in Highlands. Where? Certainly not in Sebring Lakes! Most of our residents drink only bottled water because of the warnings distributed by the prior company, Aquasource. They want to raise our rates? Based on what justification? They have done no upgrades to our system what so ever. Sebring Lakes is obviously being charged for upgrades performed every where else in Highlands, not for anything here.

The water is so bad that much of the time it smells like sulfur or at other times, fish. It actually leaves a fishy smell on our dishes taken right out of the dishwasher. These people think they deserve a raise? Maybe we should start deducting our bottled water costs from their bill every month.

Our water bill has gone from $20 a month to $90 a month. What is the justification for that? The cost of "improvements" should be simply the cost of doing business correctly, not making the customers pay for it heavily.

Our government officials need to take a good hard look at what these people are doing, stand up for our residents and put a stop to it.

Barbara & Ernest Greene
4547 Sebring Lakes Blvd.
Sebring, FL. 33875

jasavery 060368

From: "jasavery" <jasavery@htn.net>
To: "jane savery" <jasavery@htn.net>
Sent: Thursday, July 26, 2007 4:32 PM
Subject: Fw: Water Rates

ORIGINAL

>>
>>
>> July 19, 2007
>>
>>
>> Florida Public Service Commission
>> Office of Commission Clerk
>> 2540 Shumard Oak Blvd.
>> Tallahassee, FL 32399-0850
>>
>> Gentlemen:
>>
>> I am writing to express my concern regarding
>> increasing water rates. I live in a small over 55
>> years -of -age community. We all have very limited
>> incomes and work hard to stretch each dollar. If you
>> were to visit us you would see how much we all do to
>> keep our maintenance rates low. We have a work day
>> each month to keep the area looking neat and
>> attractive and we have a huge garage sale each year to
>> supplement our income, thus lowering our maintenance
>> fee. These are just examples of what we do to help
>> each of us live on our incomes.
>>
>> The increase in water rates has caused a great deal of
>> concern here. One elderly resident (94 years old) got
>> a bill for $277, she called to ask Aqua about it and
>> an Aqua employee said they would send someone out.
>> Well, that was several weeks ago and no one has come
>> by. Another resident advised her rate increased by
>> $50 a month. In my own case, I was away for a month
>> and my bill increased by $12, with no one using the
>> water!
>>
>> We understand the need for an increase based on the
>> fact that everything is on the rise, but this seems to
>> be an unreasonable increase and we hope you will keep
>> this in mind when the final rate hearings convene in
>> October.
>>
>> Actually, I think Aqua's costs should go down with the
>> installation of its new metering system. Aqua won't
>> need as many employees as it now has and that should
>> help offset the cost of the new system. We all need

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COMMISSION CLERK

>> to be more creative and innovative in keeping costs
>> at a minimum before asking for more money.

Sincerely,
Theodore & Jane Savery
Theodore and Jane Savery
14 Jasmine St.
Lake Placid, Fl. 33852
>

DISTRIBUTION CENTER
07 AUG -8 AM 7:24

Our total income is only Social Security and some savings.

We all have irrigation pumps so Aqua water is not wasted on Car Washing etc.

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

Name FRANK J. CILEK

Address 109 CYPRESS DR.
EAST PALATKA FL. 32131

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07 AUG -8 AM 9:50
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

My wife and I are retired and in our mid seventys living on our Social Security. If you let Aqua Utilities have this increase we will have to sell our home. Our water bill has been running in the Silly Dollar bracket now with 37% increase that they got our water bill has jumped into the 90 dollar bracket. Our last bill was $99.57. We think the first increase was outrageous. Please help us and say no. Thank you

Sincerely
Frank J Cilek

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Fold and tape -- see back for address

Matilda Sanders

ORIGINAL

From: Ruth McHargue
Sent: Tuesday, August 07, 2007 9:42 AM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: chuluota mtg. on aqua water services

Please add to docket file.

We will file a complaint for the customer regarding high bill concerns.

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RECEIVED-FPSC
07 AUG -7 AM 11:27
COMMISSION CLERK

From: Consumer Contact
Sent: Tuesday, August 07, 2007 8:01 AM
To: Ruth McHargue
Subject: FW: chuluota mtg. on aqua water services

To CLK Docket 060368

From: Don Oldham [mailto:oldtime76@bellsouth.net]
Sent: Monday, August 06, 2007 5:34 PM
To: Consumer Contact
Subject: chuluota mtg. on aqua water services

At time of meeting in Oviedo on subj. matter I had not checked my meter for as did some others in attendance. I stayed for the entire meeting and also complained to our State Rep.Sandy Adams about the outrageous charges and gallons used shown Aqua's monthly billings.

It is important that you appreciate that I am going on 82 yrs of age and my wife leaves for work at 7:30 am and around 6:00-6:15 pm. As a result our water usage is less than the normal family and we are very conservative even with lawn watering. The cost has been prohibitive and we do not have a pool or children.

The first two days read my meter it showed I had used 2886 gals. for the two days and on the following day only 140 gals. On 7/26 the meter showed a reading of 1040 gals. There is no logical reason for such fluctuation which to me is an indication of a bad meter or isn't being read and is estimated instead.

Both of my neighbors are experiencing similar distortions and large gallon usage. I believe my meter should be replaced as there is no way we can be using 8-10,000 a month.

My daughter lives 7 miles from me in Orange county. Her bill runs 60-65 $ a month. They are a young married couple, both working and on the go all the time. Heir's is a two story house.

I think this whole water situation with Aqua is outrageous and inexcusable. It should of never been allowed to happen for this length of time. A lot of changes need to be made to curtail such dubious practices of water management services in Fl. It is a critical matter to our lives and very existence.

D W Oldham, 282 Velveteen Pl.,Chuluota,Fl. 407-365-8939

ORIGINAL

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07-AUG -7 AM 11:26
COMMISSION CLERK

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

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Name Patricia Strickland Smith

Address 111 Orange Dr.
East Palatka, FL 32131

If you want to let the Public Service Commission know how you feel about this case you may fill out 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

I purchased my home in 1987 and have seen several companies over our water & sewer. I never thought I would have to use my toilet several times before flushing in order to save water, due to our water bill running $110 to $130 a month, we do not even water our yard with this water. If this increase goes thru I will pay more for water than electricity. Even if you drill a well you must pay the minimum fee $60-$100 month.

Please do not grant this increase.

Patricia Strickland Smith

8-6-07

Fold and tape – see back for address

Matilda Sanders

From: Ruth McHargue
Sent: Tuesday, August 07, 2007 9:24 AM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: 9043293720, 1 page(s)

Attachments: FAX.TIF

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07 AUG -7 AM 11:26
COMMISSION CLERK

Please add to docket file

From: Consumer Contact
Sent: Monday, August 06, 2007 2:31 PM
To: Ruth McHargue
Subject: FW: 9043293720, 1 page(s)

To CLK for Docket 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 9043293720, 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG -6 AM 9:20
COMMISSION CLERK

Name EVERETT & JULIA BACK

Address 116 PALM TRAIL
EAST PALATKA, FL 32131

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

To: whom it may concern:

This increase rate for our area is absolutely ridiculous! Not only is the rate entirely too high, but the quality of water is poor! We buy bottled water to drink. We can understand a slight increase — but, this is not acceptable! I'm sure the others in the neighborhood feel the same way. Please block this proposed rate increase!

Thank you!

Everett & Julia Back

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07 AUG -6 AM 7:47

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG -6 AM 9:20
COMMISSION CLERK

Name Richard & Marcia Vangunten

Address 119 Cypress Drive (Palm Port)

East Palatka, Fl. 32131 (Putnam County)

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

My husband and I have lived at the above address for 17 years. During that period of time our water rates have increased numerous times but never to the extent that is being requested at this time. You (FPSC) have granted an interim increase in April 2007 of 35% increase over the rate we were paying. As a resident and retired and on a fixed income I would recommand the FSCS deny the final rates requested and also rescind the 37% increase of the interium rates andallow a more modest rate increase as the pervious owners have done.

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Richard Vangunten
Marcia Vangunten

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG -6 AM 9:19
COMMISSION CLERK

Name GRAY O. ANDERSON

Address 112 PALM TRAIL
E. PALATKA, Florida 32131

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I am a widowed Senior Citizen on a fixed income. The recent increase has placed a strain on my income, but a 277% increase (as proposed) is ridiculous.

This company is makeing a 17% profit already. With an increase of this magnitude what kind of profit will they make. When my husband and I purchased this home we paid about $28.00 every two months for water & sewer, Now I pay about $60.00 every month. A modest increase is expected but 277%. I don't think a modest increase should be allowed if they cannot guarantee an improvement in the quality of water. My home

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as had many unnecessary repair. that under normal circumtances would not have been necessary. The reason high ~~the~~ colorine content in the water.

Please consider these comments before allowing this company such a high rate increase.

Sincerely
Gary Anderson

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 AUG -6 AM 9:19
COMMISSION CLERK

Name DARLENE ANDERSON
Address 110 PALM TRL
EAST-PALATKA, FL. 32131-41

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

IN THE FIRST PLACE WE CAN'T BELIEVE WE HAVE USED THE AMOUNT OF WATER STATED THAT WE USED.
OUR BILL 1 YEAR AGO. WAS. 58.23 TOTAL.
1 YR LATER IT WAS 134.61 OVER TWICE THE AMOUNT. 1 MONTH BEFORE IT WAS. 155.64 - REDICULOUS, OVER 2½ TIMES AS MUCH. WE WOULD WELCOME A NEW PROVIDER OR OUR OWN WELL.
NO RATE INCREASE BUT A DECREASE

Signed by
Darlene Anderson Collison

CMP
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OTH

Fold and tape -- see back for address

DISTRIBUTION CENTER

07 AUG -6 AM 7:47

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 AUG -6 AM 9:17
COMMISSION CLERK

Name Mr. Wayne E. Bechtel
Address 131 Cypress Dr
East Palatka, FL 32131

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

As a retired couple on a limited income it is most destrubing in the increase in our water service - 37% increase is selfish and shows no concern for we the home owners in Palm Port -

Please deny this large Request for an increase -

Thank you for your help in this matter

Wayne & Frances Bechtel

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ECR 1
GCL 1
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OTH

Fold and tape -- see back for address

DISTRIBUTION CENTER

07 AUG -6 AM 7:37

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

07 AUG -6 AM 7:37 RECEIVED-FPSC
07 AUG -6 AM 9:17 COMMISSION CLERK

Name Mr. & Mrs. Ben Tippett

Address 125 Cypress Drive
East Palatka, Fl. 32131

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

We cannot afford the rate increase that Aqua Utilities Florida, Inc. is asking for. This is the first time my water bill for one month was higher than my electric bill and this is in the middle of summer. My neighbor's bill was $235.00 for one month and they sent me a bill for $185.00 for one month. We live a tract called, Palm Port. Everyone I have talked to in this area cannot afford the recent increase. Most of these people are retired and are on a limited income. As a resident of Palm Port, I recommend that the FSCC deny the final rates requested and also recind the 37% increase of the interim rates and allow a modest rate increase as has been allowed in the past. Please read the enclosed information.

Sincerely,

Helen Tippett

Helen Tippett
(386) 325-3699

CMP
COM
CTR
ECR 1
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SCR
SGA
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OTH

Fold and tape -- see back for address

July 16 2007

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

Re: Aqua Utilities Florida, Inc.
Docket No 060368-WS

Dear Ladies and Gentlemen:

This letter is to address the request for increased water and wastewater rates by Aqua Utilities Florida as outlined in FPSC Special Report issued May/June 2007.

Aqua Utilities Florida purchased our water utility company from Florida Water Services Corp in April of 2004 and pursuant to FS 367.081(14) February of 2005 they requested a rate increase of water rates 0.95% and waste water rate increase of 0.97% which FPSC granted. In November 2005 they requested a rate increase of water rate of 2.02% and a waste water rate increase of 0.91% respectively which was granted. I would assume these increases would allow Aqua Utilities Florida to maintain the facilities they purchased and provide our subdivision (Palm Port Subdivision East Palatka, Fl) with the services contracted.

The Special Report of May/June indicates that FPSC has already granted Aqua Utilities and interim rate increase which amounts to 37%increase in water and waste water rates over the present rates. This interim rate percentage increase is outrageous and should not have been granted by the FPSC. The final requested rate increase represents a 277%increase over the present rates.

In your offices Special Report May/June the second paragraph states the rate increase request was "to generate a fair rate of return on its (Aqua Utilities of Florida) investment" which was the purchase of this utility from Florida Water Services. The parent company of Aqua Utilities of Florida is Aqua America, Inc. and the total financial results of this company indicates they earned a net profit, sales minus expenses, of 17% return on assets. This rate of profit is not available to 95% of public companies nationwide.

Our local system has not protested previous rate increases as they were small amounts on an annual basis as we understand the increase of the cost of equipment maintenance and increase costs of the chemicals used, but the increase Aqua utilities has requested represent and unwarranted amount in the cost of this service.

It is my position as a resident of Palm Port that I would recommend the FSCS deny the final rates requested and also rescind the 37% increase of the interim rates and allow a modest rate increase as has been the allowed in the past.

Thank you for your assistance in this matter.

Very Truly Yours,

Mr and Ms Henry J Hughes
132 Palm Trail
386-326-6123
East Palatka, Fl 32131

Ben & Helen Tippitt
125 Cypress Dr.
East Palatka, Fl. 32131
(386) 325-3699

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN PUTNAM COUNTY, FLORIDA BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring these systems in July 2004. Since then, the Utility will have invested approximately $180,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of more than $800 per customer. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the sewage treatment facility, as well as replacing deteriorating pipe that carries waste to the plant. The upgrades also include new security equipment a[illegible] [illegible]atment facilities to comply with federal regulations. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Putnam County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Putnam County Library
601 College Road
Palatka, Florida 32177
Phone: 386.329.0126

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – May 16, 2007 at 10:00 a.m. at the St. Johns Water Management District Resource Management Building, Rooms 136A&B, 4049 Reid Street, Palatka, Florida 32177, and May 16, 2007 at 6:00 p.m. at the City Commission Chambers, Gainesville City Hall, 200 E. University Avenue, Gainesville, Florida 32601.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

PALM PORT MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 12.57	$ 16.60	$ 34.17
	Present Rates	**Interim Rates**	**Proposed Final Rates**
Total consumption	$ 4.43	$ 5.85	
< 6,001 (Residential)			$ 6.97
Over 6,000 (Residential)			$ 8.71

PALM PORT MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 20.28	$ 28.65	$ 66.10
	Present Rates	**Interim Rates**	**Proposed Final Rates**
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	$ 8.26	$ 11.67	$ 18.71

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 AUG -6 AM 9:16
COMMISSION CLERK

Name Jennifer Griffin

Address 11458 CR 678

Webster, Fl 33597

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I feel that the rates charged by AUF are outrageous and unconstitutional. I am a single mother of two and struggle every month to make ends meet. My utility bills has gone up every month. I have recently been laid off from my job and that makes it even harder. Please help the people that are forced to use services provided by AUF. In talking to other people who have city services no one has to pay high bills like these and most of those include garbage plus also.

Thank you,

Jennifer Griffin

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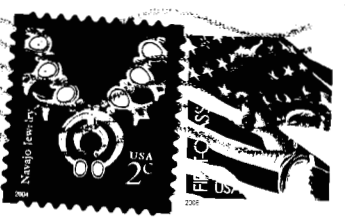
Fold and tape -- see back for address

Jennifer Duffi
11458 CR 678
Webster, FL 33597

TAMPA FL 336
03 AUG 07 PM 4 L



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

32399+0850-99 C001

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DISTRIBUTION CENTER
07 AUG -6 AM 7:56

Tape

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Matilda Sanders

ORIGINAL

From: Ruth McHargue
Sent: Friday, August 03, 2007 1:45 PM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: Docket 060368W

Attachments: FAX.TIF

Add to docket file

RECEIVED-FPSC
07 AUG -3 PM 2:46
COMMISSION CLERK

From: Consumer Contact
Sent: Friday, August 03, 2007 8:01 AM
To: Ruth McHargue
Subject: Docket 060368W

To CLK

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: , 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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  Received On:       8/03/2007 7:20 AM
  Number of Pages:   1
  From (CSID):
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:00:27
  Transfer Speed:    26400

  Received Status:   Success
  Number of Errors:  0
  Port Received On:  RockForceOCTO+ Port 6
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FAX.TIF (20 KB)

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name John & Vicky LaForge

Address 134 Palm Tr
East Palatka, Florida 32131

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

This proposed rate increase is absolutly Rediculos. I can't beleive a company would accutually ask for such an increase. The off and on water problems around this neibohood has been an ongoing thing. Whateve has to be done to prevent such a devious act of stealing has got to be done. Aqua Utilities Florida, inc. has got to be stopped Any consideration to stop this would be much appreciated

Thank you
John M. LaForge

Fold and tape – see back for address

Matilda Sanders

From: Ruth McHargue
Sent: Friday, August 03, 2007 1:46 PM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: Aqua utilities docket

Attachments: FAX.TIF

ORIGINAL
RECEIVED-FPSC
07 AUG -3 PM 2:46
COMMISSION CLERK

Add to docket file

From: Consumer Contact
Sent: Friday, August 03, 2007 11:02 AM
To: Ruth McHargue
Subject: Aqua utilities docket

To CLK for docket 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: , 4 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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  Number of Pages:   4
  From (CSID):
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:00:56
  Transfer Speed:    26400

  Received Status:   Success
  Number of Errors:  0
  Port Received On:  RockForceOCTO+ Port 6
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FAX.TIF (93 KB)

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name Wayne and Jenny Kemp
Address 117 Orange Dr.
East Palatka Fl 32131

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

This is in reference to the rate increase requested by Aqua Utilities Florida, Inc. The people of this neighborhood feel this amount of increase is totally ridiculous. We understand that the cost to operate this system goes up. Small amounts of increase is understandable, but this is getting way out of hand.

We respectfully request that the FSCS deny these outlandish rate increases. We have no problem with a reasonable rate increase, that is to be expected. However, if these rate increases continue to get out of hand as they are doing, no one is going to be able to pay their water-sewer bill.

My water bill last month was way over $200.00. These amounts are totally ridiculous for water and sewer. If this continues, we will have to do without water and sewer. We can't afford to pay these kind of utility bills, nor can most people.

We appeal to you to seriously consider what this company is doing. The people of this neighborhood expect to comply with reasonable rate increases, but these horrific rate increase amounts are just plain ludicrous. Also, we believe that these people do not actually read the meters. They are just guessing.

Therefore, we are depending on you to handle this problem and not allow this price gouging. We greatly appreciate your help in this matter.

SINCERELY OUR THANKS

Wayne Kemp
WAYNE KEMP

Jenny E Kemp
JENNY KEMP

July 16 2007

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

Re: Aqua Utilities Florida, Inc.
Docket No 060368-WS

Dear Ladies and Gentlemen:

This letter is to address the request for increased water and wastewater rates by Aqua Utilities Florida as outlined in FPSC Special Report issued May/June 2007.

Aqua Utilities Florida purchased our water utility company from Florida Water Services Corp in April of 2004 and pursuant to FS 367.081(14) February of 2005 they requested a rate increase of water rates 0.95% and waste water rate increase of 0.97% which FPSC granted. In November 2005 they requested a rate increase of water rate of 2.02% and a waste water rate increase of 0.91% respectively which was granted. I would assume these increases would allow Aqua Utilities Florida to maintain the facilities they purchased and provide our subdivision (Palm Port Subdivision East Palatka, Fl) with the services contracted.

The Special Report of May/June indicates that FPSC has already granted Aqua Utilities and interim rate increase which amounts to 37%increase in water and waste water rates over the present rates. This interim rate percentage increase is outrageous and should not have been granted by the FPSC. The final requested rate increase represents a 277%increase over the present rates.

In your offices Special Report May/June the second paragraph states the rate increase request was "to generate a fair rate of return on its (Aqua Utilities of Florida) investment" which was the purchase of this utility from Florida Water Services. The parent company of Aqua Utilities of Florida is Aqua America, Inc. and the total financial results of this company indicates they earned a net profit, sales minus expenses, of 17% return on assets. This rate of profit is not available to 95% of public companies nationwide.

Our local system has not protested previous rate increases as they were small amounts on an annual basis as we understand the increase of the cost of equipment maintenance and increase costs of the chemicals used, but the increase Aqua utilities has requested represent and unwarranted amount in the cost of this service.

It is my position as a resident of Palm Port that I would recommend the FSCS deny the final rates requested and also rescind the 37% increase of the interim rates and allow a modest rate increase as has been the allowed in the past.

Thank you for your assistance in this matter.

Very Truly Yours,

Mr and Ms Henry J Hughes
132 Palm Trail
386-326-6123
East Palatka, Fl 32131

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN PUTNAM COUNTY, FLORIDA BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring these systems in July 2004. Since then, the Utility will have invested approximately $180,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of more than $800 per customer. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the sewage treatment facility, as well as replacing deteriorating pipe that carries waste to the plant. The upgrades also include new security equipment a... ...eatment facilities to comply with federal regulations. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Putnam County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Putnam County Library
601 College Road
Palatka, Florida 32177
Phone: 386.329.0126

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – May 16, 2007 at 10:00 a.m. at the St. Johns Water Management District Resource Management Building, Rooms 136A&B, 4049 Reid Street, Palatka, Florida 32177, and May 16, 2007 at 6:00 p.m. at the City Commission Chambers, Gainesville City Hall, 200 E. University Avenue, Gainesville, Florida 32601.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

PALM PORT MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 12.57	$ 16.60	$ 34.17

	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	$ 4.43	$ 5.85	
< 6,001 (Residential)			$ 6.97
Over 6,000 (Residential)			$ 8.71

PALM PORT MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 20.28	$ 28.65	$ 66.10

	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	$ 8.26	$ 11.67	$ 18.71

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to

16 July 2007

HOMEOWNER
PALM PORT SUBDIVISION

The attached documents represent a proposed rate increase for our water and waste water rates from the rate we were paying here in Palm Port by Aqua Utilities of Florida, our provider. They are requesting an increase of 277% increase in these charges from the Florida Public Services Commission (FPSC) in Tallahassee.

The FPSC has already granted Aqua Utilities an interim increase in April 2007 of a 35% increase over the rate we were paying. You probably have already noticed this increase which is totally out of reason. If you are willing to object to this unwarranted increase by writing to the FPSC I have enclosed a form for you write your objection.

I have also enclosed a copy of my response to this outlandished increase to the FPSC but it will take action from all of us to make any impression on the board of the FPSC.

Aqua Utilities also provides water and wastewater for the town of Welaka and the commission has stated Welaka will not renew their contract as noted in the Palatka Dailey News Friday 12 July 2007.

We must stand together and deluge the FPSC our objections to Aqua Utilities requested rate increase. We can make a difference.

Thanks for you help in this matter.

H J and Patricia S Hughes
132 Palm Trail
East Palatka, Fl 32131
326-6123

Matilda Sanders 060368-WS CORRESPONDENCE

From: Ruth McHargue
Sent: Thursday, August 02, 2007 5:02 PM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 10248

RECEIVED-FPSC
07 AUG -3 AM 7:40
COMMISSION CLERK

Please add to docket file

-----Original Message-----
From: Consumer Contact
Sent: Thursday, August 02, 2007 8:46 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 10248

To CLK for docket 060368
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, August 01, 2007 4:47 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 10248

Complaint filed with PSC

Select County: HIGHLANDS
CUSTOMER INFORMATION

Name: Judith Clymer
Telephone: (863)-699-2980
Email: clymer203@comcast.net
Address: 131 Parkview Circle Lake Placid 33852

BUSINESS INFORMATION

Business Account Name: Judy Clymer
Account Number: 000886990 0630391
Address: 131 Parkview Circle Lake Placid Florida 33852

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
August 1, 2007

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

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

RE: Aqua Utilities Increased Water Rates

To Whom It May Concern:

I am a resident of Covered Bridge (a 55+ community in Lake Placid, Florida) and would like to voice my concerns regarding the water rate increase in our community. As I understand, final rate hearings will take place in October of this year.

I have been a resident in the Lake Placid area since 1985. Due to the increasing overhead costs of owning a home, I chose to move to Covered Bridge in September of 2005. Since we have many dedicated, hard-working volunteers who reside here, we manage to have a low and reasonable monthly maintenance fee.

I have lived in other Lake Placid communities prior to my move and the water services provided by companies other than Aqua Utilities. Their water rates were not nearly as high as Aqua (approximately 40-50% less than Aqua). Also, in the past, I had a pool and my daughter residing in my home; therefore, I was using more water.

Please consider my concerns and issues for the final rate hearings in October.

Sincerely,

Judy Clymer
131 Parkview Circle
Lake Placid, FL 33852

E-mail: clymer203@comcast.net
Phone number: 863-699-2980

cc: Denise Grimsley, Highlands County State Representative
Joan Terrell, President Covered Bridge Community

060368-WS

07 AUG -1 AM 7:59

DISTRIBUTION CENTER

ORIGINAL

Florida Public Service Commission
Office ofCommission Clerk
2540 Shumard Oak Blvd.
Tallahassee, FL 32399--0850

Dear Sirs:

Our letter to you concerns the increase in water rates for a new metering system. We live in a small 55 plus commuity and we do many projects during the year to keep our maintenance fee low so our senior citizens can afford to stay in their homes here. We are all on fixed incomes and increasing any service to our community is a hardship for all of us. It would be wonderful if we had a source to turn to to help us pay for increases such as you are asking or gas for our cars, electricity, groceries, etc. But we do not have that luxury as you do. Please be creative, as all of us have to be, to keep costs to a minimum. I would think you have been setting funds aside to do this project for some time. This set aside money has already come from us. Keep this in mind when the final hearings convene.

Sincerely,

Lowell and Janet Wegner

Lowell Wegner
Janet Wegner

RECEIVED-FPSC
07 AUG -1 AM 8:46
COMMISSION CLERK

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Wegner
23 Pinecrest St.
Lake Placid FL 33852

July 31, 2007

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Rd.
Tallahassee, Fl 32399-0850

060368

ORIGINAL

Gentlemen:

I am an 83 year old widow, Residing in Covered Bridge, Lake Placid, FL - a 55 plus community. Our water and sewage is serviced by Agua Utilities, Inc.

I am writing you in regards to our recent rate increase. For example: In February, I was billed for 1300 gal. @ $35.03. In June I was billed for 1300 gal @ $48.14. We were previously warned of a Rate increase, however, I feel this Raise is outrageous!

Most all Residents here are living on "fixed" incomes and most are faced with large medical expenses. I do hope you will consider this when the final rate hearings convene in the fall.

Thank you —

Sincerely,
Betty J. Park
115 Oak Grove St.
Lake Placid, Fl 33852

CMP ___
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GCL /
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RECEIVED-FPSC
07 AUG -3 PM 1:59
COMMISSION CLERK

RECEIVED
AUG 03 2007
Florida Public Service Commission
Division of RCA

Matilda Sanders

From: Ruth McHargue
Sent: Tuesday, July 31, 2007 11:53 AM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 10224

RECEIVED-FPSC
07 AUG -2 AM 10: 18
COMMISSION CLERK
CMP ___
COM ___
CTR ___
ECR 1
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SEC ___
OTH ___

Please add to docket file 060368

-----Original Message-----
From: Consumer Contact
Sent: Tuesday, July 31, 2007 8:44 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 10224

To CLK for docket 060368
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, July 30, 2007 5:28 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 10224

Complaint filed with PSC

Select County: ALACHUA
CUSTOMER INFORMATION

Name: Charity Rupp
Telephone: 352-381-0057
Email: winddans@yahoo.com
Address: 7117 SW Archer Road Lot 2605 gainesville 32608

BUSINESS INFORMATION

Business Account Name: Charity Rupp
Account Number: 0009069410649260
Address: 7117 SW Archer Road Lot 2605 gainesville Florida 32608

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
This company rates have gone up.My bill is now averageing 85 a month. I was shut off two months ago even though I was current on my account. I now have to leave a note on my meter box with my comformation number to prevent it.

The cost and the quailty of the water is terrible. The communication with the compnay is poor.

It is my understanding that this comapny has received an interm rate increase. The cost is too high for such a poor quailty to compnay. I am now paying 50 percent of what I am paying for my electric. My electric bill is 170 to 180.

If there was good service and water quailty, I would not file a complaint. But it seems that this is just another case of coporate America sticking it to the middle-income consumers.

Matilda Sanders CORRESPONDENCE

From: Martha Golden
Sent: Friday, July 27, 2007 3:17 PM
To: Ann Cole; Matilda Sanders
Cc: Bev DeMello; Janet Brunson; Cheryl Bulecza-Banks
Subject: Aqua Utilities - Docket No. 060368-WS

Please add to docket file # 060368. Thank you!

RECEIVED FPSC
07 AUG -2 AM 10: 18
COMMISSION CLERK

From: Merkt, Diane [mailto:dmerkt@seminolecountyfl.gov]
Sent: Wednesday, July 11, 2007 1:24 PM
To: Bev DeMello
Subject: FW: WATER SAFETY

CMP ____
COM ____
CTR ____
ECR 1
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OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Diane Merkt for
Commissioner Bob Dallari
District 1
Board of County Commissioners
407-665-7215 ph
407-665-7958 fax

From: janis.dunn@AlconLabs.com [mailto:janis.dunn@AlconLabs.com]
Sent: Wednesday, May 16, 2007 9:56 AM
To: Merkt, Diane
Subject: WATER SAFETY

As a resident of Seminole County Florida, I respectfully request that something be done immediately about the quality of our water. Aqua Utilities not only wants to raise our rates but is providing toxic water to us. I can't believe that our representatives will allow its residents to be harmed by this company. The long term health effects is something we don't even really understand yet. My neighbor had an independent water specialist test their water and they found 500 unknown substances! Our health and the health of our children is at risk. We are simply asking for clean safe water at a reasonable price.

Janis Dunn
391 Velveteen Place
Chuluota, Fl 32766
407 739 1670

This e-mail (including any attachments) is confidential and may be legally privileged. If you are not an intended recipient or an authorized representative of an intended recipient, you are prohibited from using, copying or distributing the information in this e-mail or its attachments. If you have received this e-mail in error, please notify the sender immediately by return e-mail and delete all copies of this message and any attachments.

Thank you.

8/2/2007

-****Florida has a very broad Public Records Law. Virtually all written communications to or from State and Local Officials and employees are public records available to the public and media upon request. Seminole County policy does not differentiate between personal and business emails. E-mail sent on the County system will be considered public and will only be withheld from disclosure if deemed confidential pursuant to State Law.****-

-****Florida has a very broad Public Records Law. Virtually all written communications to or from State and Local Officials and employees are public records available to the public and media upon request. Seminole County policy does not differentiate between personal and business emails. E-mail sent on the County system will be considered public and will only be withheld from disclosure if deemed confidential pursuant to State Law.****-

Matilda Sanders

From: Troy Rendell
Sent: Wednesday, August 01, 2007 3:03 PM
To: 'keyboardingiscool@hotmail.com'
Cc: Ruth McHargue; Matilda Sanders; Cheryl Bulecza-Banks; Felicia White; Bev DeMello; Tom Walden; Marshall Willis; Troy Rendell
Subject: Docket No. 060368-WS - Request for rate increase by Aqua Utilities Florida, Inc.

RECEIVED-FPSC
07 AUG 2 AM 10: 17
COMMISSION CLERK

Dear Ms. Adams,

I have received your e-mail dated July 30, 2007, complaint no. 10218, concerning Docket No. 060368-WS, a request for a rate increase by Aqua Utilities Florida, Inc. As you know, the Commission held a customer service hearing in Oviedo on June 6, 2007. At that service hearing, the Commission received testimony from many customers of Aqua concerning the rate application.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and have published the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

The Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomehanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. If you have questions for DEP concerning the quality of water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maquire Boulevard, Suite 232
Orlando, Florida 32308-3767
(407) 894-7555

The PSC staff is currently working closely with the DEP on water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters and e-mails such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee.

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case.

I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call me at (850) 413-6934 or Cheryl Bulecza-Banks (850) 413-6642.

Matilda Sanders

From: Ruth McHargue
Sent: Tuesday, July 31, 2007 11:53 AM
To: Matilda Sanders
Cc: Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 10218

add to docket 060368

-----Original Message-----
From: Consumer Contact
Sent: Monday, July 30, 2007 2:48 PM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 10218

To CLK
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, July 30, 2007 2:46 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 10218

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Sheila Adams
Telephone: 407-542-6082
Email: keyboardingiscool@hotmail.com
Address: 628 Red Pepper Loop Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Sheila Adams
Account Number:
Address: 628 Red Pepper Loop Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
The city of Chuluota had a hearing regarding Docket # 060368-ws in May. We have yet to find out from the commission what the results of this meeting are/were. We are currently paying more for monthly water/sewer service than we pay for our car payment and insurance on our car combined. It is insane to pay $260/monthly in Chuluota for water (we have no pool) when we know our friend in Oviedo has a $40/monthly water bill. When is the commission going to give the citizens of Chuluota some relief and force Aqua Utilities to bring their water bills within reason? I find it difficult to believe that our water, which is not drinkable and has to be filtered, could possibly be worth four times what those in Oviedo are paying a month. When will we get information about the commissions decision?

07 AUG -2 AM 8:18

July 16 2007

ORIGINAL

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

060368-WS

Re: Aqua Utilities Florida, Inc.
Docket No 060368-WS

Dear Ladies and Gentlemen:

This letter is to address the request for increased water and wastewater rates by Aqua Utilities Florida as outlined in FPSC Special Report issued May/June 2007.

Aqua Utilities Florida purchased our water utility company from Florida Water Services Corp in April of 2004 and pursuant to FS 367.081(14) February of 2005 they requested a rate increase of water rates 0.95% and waste water rate increase of 0.97% which FPSC granted. In November 2005 they requested a rate increase of water rate of 2.02% and a waste water rate increase of 0.91% respectively which was granted. I would assume these increases would allow Aqua Utilities Florida to maintain the facilities they purchased and provide our subdivision (Palm Port Subdivision East Palatka, Fl) with the services contracted.

The Special Report of May/June indicates that FPSC has already granted Aqua Utilities and interim rate increase which amounts to 37%increase in water and waste water rates over the present rates. This interim rate percentage increase is outrageous and should not have been granted by the FPSC. The final requested rate increase represents a 277%increase over the present rates.

In your offices Special Report May/June the second paragraph states the rate increase request was "to generate a fair rate of return on its (Aqua Utilities of Florida) investment" which was the purchase of this utility from Florida Water Services. The parent company of Aqua Utilities of Florida is Aqua America, Inc. and the total financial results of this company indicates they earned a net profit, sales minus expenses, of 17% return on assets. This rate of profit is not available to 95% of public companies nationwide.

Our local system has not protested previous rate increases as they were small amounts on an annual basis as we understand the increase of the cost of equipment maintenance and increase costs of the chemicals used, but the increase Aqua utilities has requested represent and unwarranted amount in the cost of this service.

It is my position as a resident of Palm Port that I would recommend the FSCS deny the final rates requested and also rescind the 37% increase of the interim rates and allow a modest rate increase as has been the allowed in the past.

Thank you for your assistance in this matter.

Very Truly Yours,

Mr and Ms Henry J Hughes
132 Palm Trail
386-326-6123
East Palatka, Fl 32131

CMP ____
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BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN PUTNAM COUNTY, FLORIDA BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring these systems in July 2004. Since then, the Utility will have invested approximately $180,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of more than $800 per customer. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the sewage treatment facility, as well as replacing deteriorating pipe that carries waste to the plant. The upgrades also include new security equipment at the treatment facilities to comply with federal regulations. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Putnam County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Putnam County Library
601 College Road
Palatka, Florida 32177
Phone: 386.329.0126

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – May 16, 2007 at 10:00 a.m. at the St. Johns Water Management District Resource Management Building, Rooms 136A&B, 4049 Reid Street, Palatka, Florida 32177, and May 16, 2007 at 6:00 p.m. at the City Commission Chambers, Gainesville City Hall, 200 E. University Avenue, Gainesville, Florida 32601.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

PALM PORT MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 12.57	$ 16.60	$ 34.17
	Present Rates	**Interim Rates**	**Proposed Final Rates**
Total consumption	$ 4.43	$ 5.85	
< 6,001 (Residential)			$ 6.97
Over 6,000 (Residential)			$ 8.71

PALM PORT MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 20.28	$ 28.65	$ 66.10
	Present Rates	**Interim Rates**	**Proposed Final Rates**
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	$ 8.26	$ 11.67	$ 18.71

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

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07 JUL 31 AM 10: 58
COMMISSION
CLERK

July 27, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. & Mrs. Jerry Sadler
34920 Adam Avenue
Zephyrhills, Florida 33541

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Sadler:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the

hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosure
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

ORIGINAL

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

July 27, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

RECEIVED-FPSC
07 JUL 31 AM 10: 58
COMMISSION CLERK

Ms. Charlotte Burgett
35200 Ada Avenue
Zephyrhills, Florida 33541

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Burgett:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

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Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosure
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks, Rendell)
Commission Clerk

104 Oak Grove St.
July 28, 07

ORIGINAL

DISTRIBUTION CENTER

07 JUL 30 AM 8:22

060368

RECEIVED-FPSC
07 JUL 30 AM 9:12
COMMISSION CLERK

Florida Public Service
Office of Commission clerk:

Dear Sir,

I am writing in regard to the water bills people are receiving in our neighborhood of Covered Bridge.

We have been residing here in a rented villa for about 3 years. The water bill has been about $54.00 which we pay.

During this time we saw one woman and a child reading meters. Once we received an estimate due to the fact ants were down in the meter box and we received an estimate.

Now, we understand several people have extremely high bills and in many cases they are single seniors living alone.

I hope this receives your needed attention and we can look forward to hearing from you.

Sincerely,

Phyllis Wardin

CMP
COM
CTR
ECR
GCL
OPC
RCA
SCR
SGA
SEC
OTH

Ms. Phyllis Wardin
104 Oak Grove St.
Lake Placid, FL 33852-9337

ORIGINAL Docket 060362-WS

Honorable PSC Commissioners, Seminole County board of Commissioners Governor Charlie Crist, Senator Bill Posey, Senator Mel Martinez and Senator Bill Nelson

For only two people (adults) living at home and frugal about consuming water, $184 a month for Aqua Utilities **POOR QUALITY** water is the best I can do. I can't conserve any more water than I did last month.

We were blessed by rain enough to irrigate only once (one day) this month, minimized washing clothes, took "short" showers, never left water running while doing dishes/showering/or brushing teeth, only flushed toilets when **absolutely necessary,** never drank/cooked any Aqua Utilities water.

RECEIVED-FPSC
07 JUL 27 PM 2:50
COMMISSION CLERK

Still:

My monthly water bill is **the same amount as the lease payment for a new 2007 Chevrolet.**

I would ask that you please be mindful of the people of Chuluota who are still being served by Aqua Utilities and who are, in some cases, **Senior Citizens on a fixed income.** It has been a while since some of you saw the citizens of Chuluota at the PSC meeting last month where Aqua Utilities was requesting yet another rate increase. **THESE RATES ARE DISCRIMINATORY TO THE PEOPLE OF CHULUOTA. ALAFAYA UTILITIES, A PRIVATE COMPANY THAT PROVIDES GOOD QUALITY WATER, A MILE AND HALF FROM US AND THAT IS REGULATED BY PSC., PROVIDES RATES THAT ARE HALF WHAT WE PAID. I THINK THAT I SPEAK FOR ALL THE PEOPLE OF CHULUOTA WHEN I AM REQUESTING THAT AQUA UTILITIES PREVILEGES TO PROVIDE WATER IN CHULUOTA SHOULD BE REVOKED AS SOON AS POOSIBLE. I FEEL THAT THE CHULUOTA COMMUNUTY SHOULD HAVE THE SAME RATES AS ALAFAYA UTILITIES PROVIDES TO THEIR CUSTOMERS IN THE ADJACENT COMMUNITIES.**

I'm not certain what you pay for water each month, but please remember that we pay almost $100 for sewer fees, before we use a drop of water. This is WAY beyond what all other local water companies (even privately held companies) charge. Some Aqua customers have to make partial payments, because they cannot pay their water bills. Others on fixed incomes are having to choose between prescriptions or having water service. As you know, **choosing not to have water is not an option**....unless you would like your home to be condemned that is.
The water quality is still as bad as it always has been. Levels of TTHMs are still over double what my parents Water Company tested for TTHMs and people in my neighborhood have tested chlorine levels in our tap water that is as high as what is seen in their pools. The water taste is poor.

Aqua Utilities were entrusted with a government approved monopoly and **we can't do anything but ask you for HELP now.** On behalf of the people who can't contact you as well as myself, you are the only people who can help us. **Please help us.**

Best regards,

Joseph/ Ileana Fernandez

240 Osprey Lakes Circle

Chuluota FL 32766-6664

CMP _____
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SCR _____
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SEC _____
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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

1 OF 2

DOCKET NO. 060368-WS

Name JOSEPH/ILEANA FERNANDEZ

Address 240 OSPREY LAKES CIRCLE
CHULUOTA, FL 32766-6664

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Fold and tape – see back for address

ORIGINAL

RECEIVED-FPSC
07 JUL 27 PM 2:50
COMMISSION CLERK

511 Granite Circle
Chuluota, FL 32766

Mel Martinez, US Senator
315 Robinson Street
Building Suite 475
1 Landmark Center 20510
Orlando, FL 32801

Docket 060368-WS

Dear Sir:

May 15, 2007

Your influence is desperately needed! Aqua Utilities Florida, Inc. has requested the Public Service Commission allow them to increase our water rates. This increase if approved will take my current water bill from an average of $220 per month to over $500 per month. We are a family of only 3 with a 2100 sq. ft. home. We water our lawn minimally based on the water restrictions for our county.

Current Rate	Proposed New Rate
$10.25 + $22.01 = $32.26	$27.42 + $67.14 = $94.56!!

* before their interim increase

We are currently paying one of the highest rates in the State of Florida. The proposed increase will almost triple our current water bill.

Early mornings our water pressure is very low (as low as 25 psi).

We have contaminants in our water system. We get letters notifying us that our water is not suitable for fish, nursing mothers, infants etc.

Customer Service is almost non-existent.

Thank you in advance for your time and understanding as to why we solicit your help with this matter!

RECEIVED
JUL 26 2007
Florida Public Service Commission
Division of RCA

Sincerely,

Marc Pitters

CMP ____
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SEC ____
OTH ____

MEL MARTINEZ
FLORIDA
(202) 224-3041

COMMITTEES:
ARMED SERVICES
ENERGY AND NATURAL RESOURCES
SPECIAL COMMITTEE ON AGING
BANKING, HOUSING, AND URBAN AFFAIRS

United States Senate

WASHINGTON, DC 20510-0906

June 22, 2007

Utilities
PSC

Mr. Marc Pitters
511 Granite Circle
Chuluota, Florida 32766

Dear Mr. Pitters:

Thank you for contacting my office for assistance regarding Aqua Utilities Florida, Inc. and their Public Service Commissison request. While I welcome the opportunity to be of assistance, it is a long-standing tradition and courtesy to direct any matter that is not under the jurisdiction of the federal government to the appropriate state government official for investigation.

Consequently, I have forwarded your letter to your state representative requesting that your matter be given due consideration. You may wish to contact your state government official directly at:

The Honorable Governor Crist
Office of the Governor
PL 05 The Capitol
400 South Monroe Street
Tallahassee, Florida 32399
(850) 488-7146

Thank you for bringing this matter to my attention. I hope that it may be quickly resolved to your satisfaction.

Sincerely,

Mel Martinez

Mel Martinez
United States Senator

MM/lt
cc: The Honorable Governor Crist, Office of the Governor

RECEIVED
JUL 26 2007
Florida Public Service Commission
Division of RCA

07 JUL 19 PM 12:04
OFFICE OF THE GOVERNOR
CITIZEN SERVICES

Ann Cole

From: Ann Cole
Sent: Friday, July 27, 2007 5:03 PM
To: Martha Golden; Matilda Sanders
Cc: Bev DeMello; Janet Brunson; Cheryl Bulecza-Banks
Subject: RE: Aqua Utilities - Docket No. 060368-WS

ORIGINAL

Thank you for this information. We will follow these instructions.

From: Martha Golden
Sent: Friday, July 27, 2007 4:54 PM
To: Ann Cole; Matilda Sanders
Cc: Bev DeMello; Janet Brunson; Cheryl Bulecza-Banks
Subject: RE: Aqua Utilities - Docket No. 060368-WS

On the correspondence side of the file. Thanks!

From: Ann Cole
Sent: Friday, July 27, 2007 4:22 PM
To: Martha Golden; Matilda Sanders
Cc: Bev DeMello; Janet Brunson; Cheryl Bulecza-Banks
Subject: RE: Aqua Utilities - Docket No. 060368-WS

Just for clarification, would you like this placed in the docket file or in the undocketed file?

From: Martha Golden
Sent: Friday, July 27, 2007 3:17 PM
To: Ann Cole; Matilda Sanders
Cc: Bev DeMello; Janet Brunson; Cheryl Bulecza-Banks
Subject: Aqua Utilities - Docket No. 060368-WS

Please add to docket file # 060368. Thank you!

From: Merkt, Diane [mailto:dmerkt@seminolecountyfl.gov]
Sent: Wednesday, July 11, 2007 1:24 PM
To: Bev DeMello
Subject: FW: WATER SAFETY

Diane Merkt for
Commissioner Bob Dallari
District 1
Board of County Commissioners
407-665-7215 ph
407-665-7958 fax

From: janis.dunn@AlconLabs.com [mailto:janis.dunn@AlconLabs.com]
Sent: Wednesday, May 16, 2007 9:56 AM
To: Merkt, Diane
Subject: WATER SAFETY

As a resident of Seminole County Florida, I respectfully request that something be done immediately about the quality of our water. Aqua Utilities not only wants to raise our rates but is providing toxic water to us. I can't believe that our representatives will allow its residents to be harmed by this company. The long term health effects is something we don't even really understand yet. My neighbor had an independent water specialist test their water and they found 500 unknown substances! Our health and the health of our children is at risk. We are simply asking for clean safe water at a reasonable price.

Janis Dunn
391 Velveteen Place
Chuluota, Fl 32766
407 739 1670

This e-mail (including any attachments) is confidential and may be legally privileged. If you are not an intended recipient or an authorized representative of an intended recipient, you are prohibited from using, copying or distributing the information in this e-mail or its attachments. If you have received this e-mail in error, please notify the sender immediately by return e-mail and delete all copies of this message and any attachments.

Thank you.

-****Florida has a very broad Public Records Law. Virtually all written communications to or from State and Local Officials and employees are public records available to the public and media upon request. Seminole County policy does not differentiate between personal and business emails. E-mail sent on the County system will be considered public and will only be withheld from disclosure if deemed confidential pursuant to State Law.****-

-****Florida has a very broad Public Records Law. Virtually all written communications to or from State and Local Officials and employees are public records available to the public and media upon request. Seminole County policy does not differentiate between personal and business emails. E-mail sent on the County system will be considered public and will only be withheld from disclosure if deemed confidential pursuant to State Law.****-

ORIGINAL

The water rates are skyrocketing. all of the residents of Covered Bridge in Lake Placid, FL are upset to say the least. I know a final hearing is set for October. PLEASE see that a increase if any is reasonable. It seems life as a senior is not what I had planned for living + buying my home in Florida. Thank you for your attention to this matter.

Joyce H Ryan
53 Jasmine St.
Lake Placid FL 33852

RECEIVED-FPSC
07 JUL 27 PM 1:37
COMMISSION CLERK

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RECEIVED--FPSC

07 JUL 26 PM 12:52

COMMISSION
CLERK

*Copy to ECR | GC R.V.N 060368

ORIGINAL
RECEIVED
JUL 23 2007
Florida Public Service Commission
Division of RCA

JOYCE

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Blvd
Tallahassee, FL 32399

Dear Commissioners,

I am very concerned about the rate of increase for our water from aqua.

Last month I was away for 1 week and I shut my sprinkler off for a whole month. I used less consumption yet my bill was higher.

I am retired & bought my home in a 55 + older community. My taxes tripled than what I was told it would be when I purchased this home and now →

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The water rates are skyrocketing. all of the residents of Covered Bridge in Lake Placid, FL are upset to say the least. I know a final hearing is set for October. PLEASE see that a increase if any is reasonable. It seems life as a senior is not what I had planned for living + buying my home in Florida. Thank you for your attention to this matter.

Joyce H Ryan
53 Jasmine St.
Lake Placid FL 33852

Bonnie & David Bernardini 34 Pinecrest Street

AnneMarie & Richard Nord 35 Pinecrest Street

Lake Placid, Florida, 33852

DISTRIBUTION CENTER
07 JUL 26 AM 7:13

ORIGINAL

July 20, 2007

060368

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

RECEIVED-FPSC
07 JUL 26 AM 9:23
COMMISSION CLERK

To Whom It May concern:
We are writing to express our concern regarding increasing water rates. We live in a small over 55 years -of -age community (Covered Bridge Park, Lake Placid, Fla.)

We all have very limited incomes and work hard to stretch each dollar. If you were to visit us you would see how much we all do to keep our maintenance rates low. We have a work day each month to keep the area looking neat and attractive and we have a huge garage sale each year to supplement our income, thus lowering our maintenance fee. These are just examples of what we do to help each of us live on our incomes.

The increase in water rates has caused a great deal of concern here.

Right now, most residents highly restrict their water usage because it is becoming unaffordable for us being on limited incomes.

We understand the need for a slight increase based on the fact that everything is on the rise, but this seems to be an unreasonable increase and we hope you will keep this in mind when the final rate hearings convene in October.

Actually, we think Aqua's costs should go down with the installation of its new metering system. Aqua won't need as many employees as it now has and that should help offset the cost of the new system. We all need to be more creative and innovative in keeping costs at a minimum before asking for more money.

Sincerely, Bonnie L Bernardini David J Bernardini
Richard Nord
AnneMarie Nord

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060368

ORIGINAL

RECEIVED-FPSC
07 JUL 25 PM 2:54
COMMISSION CLERK

July 19, 2007

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

Gentlemen:

I am writing to express my concern regarding increasing water rates. I live in a small over 55 years -of -age community. We all have very limited incomes and work hard to stretch each dollar. If you were to visit us you would see how much we all do to keep our maintenance rates low. We have a work day each month to keep the area looking neat and attractive and we have a huge garage sale each year to supplement our income, thus lowering our maintenance fee. These are just examples of what we do to help each of us live on our incomes.

The increase in water rates has caused a great deal of concern here. One elderly resident (94 years old) got a bill for $277, she called to ask Aqua about it and an Aqua employee said they would send someone out. Well, that was several weeks ago and no one has come by. Another resident advised her rate increased by $50 a month. In my own case, I was away for a month and my bill increased by $12, with no one using the water!

We understand the need for an increase based on the fact that everything is on the rise, but this seems to be an unreasonable increase and we hope you will keep this in mind when the final rate hearings convene in October.

Actually, I think Aqua's costs should go down with the installation of its new metering system. Aqua won't need as many employees as it now has and that should help offset the cost of the new system. We all need to be more creative and innovative in keeping costs at a minimum before asking for more money.

Sincerely,

Joan Terrell

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RECEIVED
JUL 23 2007
Florida Public Service Commission
Division of RCA

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

SCANNED ORIGINAL

RECEIVED-FPSC
07 JUL 25 AM 9:34
COMMISSION CLERK

Name DAVID & ANN COENTER

Address 7610 IRONBARK DR.

P.R., Fl, 34668

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

The price of water & sewer is already high when county utilities is only 1/2 the cost. Aqua Purchases water from our county????
Vote against increase

D.F. Gunter

CMP
COM
CTR
ECR 1
GCL 1
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SCR
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SEC
OTH

Fold and tape -- see back for address

Mr. & Mrs. David F. Genter
Palm Terrace Gardens
7610 Ironbark Drive
Port Richey, FL 34668

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

Fold Here

DISTRIBUTION CENTER
07 JUL 25 AM 7:47

Tape

Fold Here

060368

ORIGINAL

DISTRIBUTION CENTER
07 JUL 25 AM 7:44

Florida Public Service Cpommission
Office of Commission Clerk
2540 Shumard Oak Blvd
Tallahassee, Fl 32399-08050

Gentlemen:
I am a 13 year resident of Covered Bridge a 55 and over community. We have seen numererous raises in our water rates during time here. The rates go up, but water quality deteriates I have to filter my water in order to drink it. There has been numerous mistakes in billing.
When you get a bill you do not know if it is an estimated bill or the result of reading the meter.
If you complain it generally results in a lower bill, which tells me it was not correct in the beginning.

I should think with the new system you are going to put in should cut down quite a bit as you will need less help to read the meter.

I hope you will keep us in mind when the final rate hearings convene in October. Also remember we all are on a fixed income, some less the others.

Thank you,
Alvin
Alvin and Dorothea Knowlton

2007 Alvin Knowlton
16 Jasmine St.
Lake Placid, FL 33852-9388

RECEIVED-FPSC
07 JUL 25 AM 9:34
COMMISSION CLERK

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7-22-07

060368-WS

Gentlemen,

RECEIVED-FPSC
07 JUL 25 AM 9:33
COMMISSION CLERK

I am writing to express my concern regarding the increasing water rates at Covered Bridge in Lake Placid. Aqua Utilities Florida, Inc is the provider. The increase in water rates has gone up considerably and expect to go up again. Two years ago for the same month, we paid $56.31 for 4000 gallons. This year the bill for the same period was $64.80 for 2800 gallons, or 1200 fewer gallons.

The rate per gallon went from .00489 to .00645 for water usage and from .0033 to .00466 for sewer. Before we use any water, we pay a surcharge of $10.67 for water and $23.02 for sewer.

We certainly do not have the best water quality, either. Also, when there are water line breaks, nobody lets us know that we should boil our water.

I know rates must go up, but it seems it should go up at a slower pace.

Also, I don't understand how a telephone company can charge you $14.00 for service and an additional $10.49 for surcharges and taxes.

Sincerely,

Patricia Spengler

Patricia Spengler
65 Pinecrest St.
Lake Placid, Fl. 33852

CMP ____
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Matilda Sanders

From: Ruth McHargue
Sent: Monday, July 23, 2007 2:31 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Docket 060368-ws

RECEIVED-FPSC
07 JUL 24 AM 9:48
COMMISSION
CLERK

From: tami hicks [mailto:wdtch@yahoo.com]
Sent: Saturday, July 21, 2007 10:20 AM
To: Consumer Contact
Subject: Docket 060368-ws

I am contacting you in regards to the Aqua Utilities increased water charges for the Sebring Lakes area. I would like you to explain to me why even if temporarily you approved such a jump in prices. My bill was normally around $17 dollars it is now $87 dollars. I'm a single mom with one child. It's not like I have a huge family on average I use 3,000 to 3,500 gallons a month. I was already working six days a week and have two jobs to get by and now just because you and Aqua source felt like it I have an extra $70 dollars a month I need to come up with in order to pay my bill. This in itself is enough to upset anyone but ex specially when the rate increase for Lake Josephine was only $3.36 and they receive their water from the same water line that I do. All this expense for water I don't even drink because you never know what your getting. Just this past week they shocked the system with so much chlorine that when I went to work fellow employees could smell it on my clothes. I could understand a small increase but not one this extreme when we aren't even furnished a water supply of consistent quality. In closing keep in mind that since we are in a delineated area we have no choice in where we can get water.

Yours Truly
Tamala Hicks
13343 Caravel St
Sebring FL 33875

Take the Internet to Go: Yahoo!Go puts the Internet in your pocket: mail, news, photos & more.

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUL 23 AM 9:41
COMMISSION CLERK

Name CHARLOTTE BURGETT

Address 35200 ADA Ave

ZEPHYRHILLS, FLORIDA 33541

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

My name is Charlotte Burgett. I live in Zephyr Shores for the last 33 yrs.
I am against any increase in our water & sewer rates.
I live alone, retired, on a fixed income & am 85 yrs. old.
I can't afford an increase.
I never water my lawn, & don't even drink the water, as a lot of times the water is yellow when I want to make coffee.

Thank you
Charlotte Burgett

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OTH

Fold and tape -- see back for address

CHARLOTTE BURGETT
35200 AVA Ave
ZEPHYRHills, FL 33541

TAMPA FL 336
19 JUL 07 PM 1 T

USA FIRST CLASS

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

32399+0850

Fold Here

RECEIVED-FPSC
07 JUL 23 PM 7:17
CENTER

Tape

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

ORIGINAL

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUL 20 AM 9:11
COMMISSION CLERK

Name Jerry & Daylene Sadler

Address 34920 Adam Ave

Zephyrhills FL 33541 Zephyr Shores Estates

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

> 100% is way too high —
> Pasco Co needs to stop all the building —
> Hillsborough Co. needs to stop taking our water. —
> There are too many poor people in Pasco Co. that cannot afford to pay enormous bills.
> raising a small amount each year makes more sense, like 10% over 5 yrs
> Also how can you raise the price when the quality of the water stinks

CMP
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Fold and tape -- see back for address

S.Sgt. Jerry Sadler
Daylene Sadler
34920 Adam Ave.
Zephyrhills, FL 33541-2139

TAMPA FL 336
18 JUL 07 PM 5 T

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

32399+0850

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07 JUL 20 PM 7:05

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COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

RECEIVED-FPSC
07 JUL 19 PM 4:09
COMMISSION
CLERK

July 19, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. James C. Reed
28 Pinecrest Street
Lake Placid, Florida 33852-8118

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Reed:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

July 19, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

RECEIVED-FPSC
07 JUL 19 PM 4:09
COMMISSION CLERK

Ms. Julia Meredith
7102 Wright Avenue
Mount Dora, Florida 32757

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Meredith:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Ms. Gloria Ballay
P. O. Box 14
Tangerine, Florida 32777

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Ballay:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Mr. & Mrs. Clarke Patten, Jr.
107 Edgewater Drive South, Covered Bridge
Lake Placid, Florida 33852-5233

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Patten:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Ms. Elizabeth Taylor
104 Velvet Street
Interlachen, Florida 32148

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Taylor:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosure
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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Mr. & Mrs. Michael McLaurin
4 Rosalie Oaks Blvd.
Lake Wales, Florida 33898

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. McLaurin:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Mr. & Mrs. Ernest Parthoo
1206 Lake Geneva Drive
Lake Worth, Florida 33461

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Parthoo:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Mr. Kevin Croteau
420 Osprey Lakes Circle
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Croteau:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mail on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates. As you may know, the PSC held 12 customer meetings throughout Aqua's service territory. In case you were not able to attend the meeting in your area, I have included the Special Report that was provided to customers at that meeting.

You indicated that Aqua's customer service has not been helpful. In the future, if the utility does not provide a satisfactory response to your questions or requests for assistance, you may file a complaint with the PSC by calling our toll free number 1-800-342-3552. I have enclosed our brochure, "If You Have a Problem with Utility Service or Rates," that describes the PSC's complaint resolution procedures in more detail.

The Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. A copy of the Consent Order is enclosed if you are interested in learning more about that process. If you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

The PSC staff is currently working closely with the DEP on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (4)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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Mr. Francis Tran
359 Velveteen Place
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Tran:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mail on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates. As you may know, the PSC held 12 customer meetings throughout Aqua's service territory. In case you were not able to attend the meeting in your area, I have included the Special Report that was provided to customers at that meeting.

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Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (4)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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Ms. Stacy Carroll
807 Grey Heron Place
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Carroll:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mail on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

You indicated that Aqua's customer service has not been helpful. In the future, if the utility does not provide a satisfactory response to your questions or requests for assistance, you may file a complaint with the PSC by calling our toll free number 1-800-342-3552. I have enclosed our brochure, "If You Have a Problem with Utility Service or Rates," that describes the PSC's complaint resolution procedures in more detail.

The Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. A copy of the Consent Order is enclosed if you are interested in learning more about that process. If you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

The PSC staff is currently working closely with the DEP on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

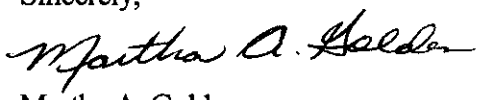
Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further

assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,



Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (3)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
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NANCY ARGENZIANO
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DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

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July 18, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Sarah Whitman
12 East 2nd Street
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Whitman:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mail on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates. I am sorry that you were not able to attend the customer meeting that was held in your area. I have enclosed the Special Report that was provided to customers at that meeting.

The Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. The new method of water disinfection being installed to correct this problem may help to diminish the chemical smell you have experienced. A copy of the Consent Order is enclosed if you are interested in learning more about that process.

Also, you mentioned that you are experiencing low water pressure. The PSC staff is aware that Aqua is providing water pressure at 25 PSI in the Chuluota area. While this is low, it is above the minimum 20 PSI required by the DEP. If you continue to experience water pressure problems, you may request that DEP check your water pressure. If you want to request a water pressure check or if you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

The PSC staff is currently working closely with the DEP on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

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The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (3)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

Name Don Soule / JANIS DONN

Address 391 VELVETEEN PLACE
CHULUOTA FLA 32766

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07 JUL 19 AM 9:11
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I HAVE LIVED IN SEMINOLE COUNTY FOR 15 YEARS. I NEVER PAID MORE THAN $60.00 A MONTH FOR SEWER & WATER.

IN THE LAST YEAR MY BILL WENT FROM AN AVERAGE OF $102.00 TO $200.00 WITH NO CHANGE IN WATER USE AND THE WATER IS BAD.

PLEASE GET US ON ANYONE ELSE'S WATER SYSTEM.

AQUA HAS PROVEN THEY WILL NOT GIVE US SAFE WATER AT ANY RATE.

WHY SHOULD WE PAY 3 TIMES MORE THAN ANYONE ELSE IN SEMINOLE?

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape -- see back for address

Soule

391 Velvetten Place

32766

USA First-Class

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

32399$0850 C001

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Tape

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COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

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July 16, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. William Farnum
1760 Salem Drive
Chipley, Florida 32428-2918

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Farnum:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) and the questionable use of water from fire hydrants. PSC Chairman Lisa Edgar asked me to respond to your letter, and I have also included your letter in the correspondence side of the docket file. All customer complaints will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed rates.

Ms. Cheryl Bulecza-Banks, Bureau Chief, in the Division of Economic Regulation, has asked Aqua to investigate the use of water from the fire hydrants that you mentioned and will follow up with you once she has completed her review of the company's response.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee.

Again, thank you for taking the time to share your concerns with us, and Ms. Bulecza-Banks will be contacting you once she has completed her investigation. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Ms. Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello, Assistant Director
Division of Regulatory Compliance
and Consumer Assistance

BSD/jmb
cc: Office of the Commission Clerk
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Office of the General Counsel (Gervasi, Fleming, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
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STATE OF FLORIDA

DIVISION OF REGULATORY
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DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

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CLERK

July 16, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Tom Rector
4089 Waycross Place
Sunny Hills, Florida 32428

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Rector:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

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hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

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Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosure
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

LAKE ROSALIE OAKS SUBDIVISION

ORIGINAL

Name JANA MANN

Address 119 SILVER OAK DR
LAKE WALES FL 33898-8448

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

While we understand the the cost of doing business goes up, and we are willing to pay increases, the fact of going from $33 to $36 a month to $166.00 a month is a real strain on the retirees + working class people who live in this small subdivision. We don't have extra money and this is a huge increase.

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

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Jara Marr
119 Silver Oak Dr
Lake Wales Fl 33898-8448

PM
16 JUL
2007

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

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MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

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July 16, 2007

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DISTRIBUTION: _____

Ms. Erica Ballantyne
660 Osprey Lakes Circle
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Ballantyne:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mail on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. A copy of the Consent Order is enclosed if you are interested in learning more about that process. If you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

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assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

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ASSISTANCE
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(850) 413-6480

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COMMISSION
CLERK

July 16, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. & Mrs. Matt Hammock
299 Velveteen Place
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Hammock:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

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Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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DANIEL M. HOPPE, DIRECTOR
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Mr. Wayne Calvo
Trails Section 2A
207 Velveteen Place
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Calvo:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Central District Office
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Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

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DISTRIBUTION

Mr. Gregory Curran
960 Magnolia Drive
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Curran:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mail on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

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Mr. Charles Creamer
517 Sparrow Hawk Cove
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Creamer:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mail on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
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Ms. Donna Swan
825 Grey Heron Place
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Swan:

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COMMISSION CLERK

Mr. Samuel Barlow
560 E. 5th Street
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Barlow:

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Mr. Emilio Ramos
5614 Driftwood Drive
Lakeland, Florida 33809

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Ramos:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). I am sorry that you were not able to attend the service hearing in your area. Thank you for taking the time to write us about your concerns. To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mail on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates. I have enclosed a copy of the Special Report that was provided to customers at the service hearing.

You mentioned your concern about the lack of a fire hydrant in your area. I am sorry that we are not able to offer much assistance with that issue. The PSC does not regulate fire hydrants and cannot require that Aqua install fire hydrants in your area. Also, some older water systems were built before current fire protection standards were implemented and were not designed to offer the additional capacity needed to provide water service to fire hydrants. However, you may contact Aqua directly to request that a hydrant be installed near your home. An Aqua representative should be able to advise you as to whether the installation of a fire hydrant is possible for the water system that serves your area. If you have questions regarding Florida fire hydrant regulations, you should contact the Florida Department of Financial Services - Division of State Fire Marshal or the Polk County Fire Services Department. The contact information is:

Florida Department of Financial Services
Division of State Fire Marshal
200 East Gaines Street
Tallahassee, Florida 32399-0340
(850) 413-3170

Polk County Fire Services Department
250 Bartow Air Base
Bartow, Florida 33880
(863) 519-7350

The Commission is also aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed

recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further

assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

Docket 060368

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

ORIGINAL

1206 Lake Geneva DR
Lake Worth, FL 33461
July 12, 2007

RECEIVED-FPSC
07 JUL 17 AM 11:06
COMMISSION CLERK

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Gentlemen:

We have received notice of the request by Aqua Utilities Florida, Inc., to increase our water rates. The interim increase has been in effect for three months.

We are opposed to the proposed water rate and the nearly doubling of the basic administration cost during the interim (from $4.23/mo per acct to $8.22/mo). But that would be understandable compared to the proposed final rate of 24.05/mo. And that is only for the smallest size meter! It is hard to imagine how Aqua determined their proposed rates. I know of no one in Lake Osborne Estates who has had any improvements.

Please do not approve the increase as it will cause financial hardship on many families and retired citizens on fixed incomes. Thank you.

Ernest and Susan Parthoo

CMP ___
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RCA ___
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OTH ___

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
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KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

RECEIVED-FPSC
07 JUL 16 PM 3:47
COMMISSION CLERK

July 16, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

Mr. and Mrs. Charles & Sheila Harris
421 Windermere Dr.
Lakeland, FL 33809

Re: Docket No. 060368-WS - Aqua Utilities Florida, Inc.

Dear Mr. and Mrs. Harris:

I have received your comments concerning Docket No. 060368-WS - Application for an increase in water and wastewater rates by Aqua Utilities Florida, Inc. (Aqua). With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

Pursuant to Section 367.081(2), F.S., the Commission shall consider the cost of providing water and wastewater service, including debt interest, working capital, maintenance, depreciation, tax and operating expenses incurred in the operation of all property used and useful in public service. The utility's rates are designed to recover, not only the utility's operating expenses, but also allow the utility an opportunity to recover a fair rate of return on its investment used to provide water and wastewater service to its customers. The statute further allows an allowance for growth for customers to be served five years after the end of the test year, when determining property constructed or to be constructed. The fair rate of return is established by the Commission when making the final decision on the utility's request.

In your letter, you also expressed concern with paying for the expansion of Aqua's system that is being undertaken for the benefit of future customers. When evaluating a utility's petition for rate relief, the Commission staff evaluates the utility's proposed expansions and determines whether such expansion is necessary to serve existing customers or whether the expansion is being undertaken for future growth. Costs incurred or projected to be incurred to serve future growth have historically been removed in determining the appropriate rates for existing customers. However, when expansions are undertaken that provide benefits to existing customers, the Commission may consider including some costs in the base rates of the utility.

Costs incurred for growth are typically included in the utility's service availability charge. This charge is assessed on new customers to obtain wastewater service. Service availability charges are not assessed on existing customers unless the customer undertakes an expansion that would place additional demands on the wastewater facilities. An example of such a situation would be where an existing commercial customer expanded his restaurant and added additional restroom facilities

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and have published the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

You also stated that you believe the wastewater charge should not be directly tied to water usage since one-half the water usage is for lawn irrigation. The Commission recognizes that water used by residential customers for purposes such as lawn sprinkling and washing automobiles is not collected by the wastewater system. The Commission does this by approving a residential wastewater cap. Usually it is around 6,000 to 8,000 gallons per month. The purpose of implementing a residential wastewater gallonage cap is to recognize that not all water used by residential customers is returned to the wastewater collection system. In other words, the wastewater cap prevents a customer from being charged above 6,000 or 8,000 gallons of water used per month, whatever the cap may be. Any water used over the cap is generally considered being used for purposes such as irrigation; therefore, it is not returned to the wastewater facility. Furthermore, in determining the appropriate wastewater gallonage charge, the Commission approves a common procedure that recognizes that only 80% of the residential water used is collected and treated by the wastewater system; the other 20% of the residential water is used for other purposes and does not get collected by the wastewater system.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special

Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee.

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call me at (805) 413-6934, or Cheryl Bulecza-Banks at (850) 413-6642.

Sincerely,

Troy Rendell
Public Utilities Supervisor

cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Flemming, Jaeger)
Division of Economic Regulation (Willis, Bulecza-Banks)
Commission Clerk

ECR

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUL -5 AM 9:29
COMMISSION CLERK

Name CHARLES & SHEILA HARRIS

Address 421 WINDERMERE DR.
LAKELAND FL 33809

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I THINK THAT TO DOUBLE OR TRIPLE THE PRESENT RATES IS VERY UNFAIR, IF NEW PROJECTS FOR NEW EDITIONS COME ALONG THEY SHOULD PAY THE INCREASED RATE NOT THE ESTABLISHED AREA'S. ALSO TO HAVE THE SURAGE TIED TO WATER USAGE IS WRONG BECAUSE 1/2 OF WATER USAGE IS FOR LAWN IRREGATION AND POOL FILLAGE

Charles A Harris

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape -- see back for address

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

RECEIVED-FPSC
07 JUL 16 PM 3:47
COMMISSION CLERK

July 16, 2007

Mr. Ernest Wigglesworth
1429 New Abbey Ave.
Leesburg, FL 34788

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

Re: Docket No. 060368-WS - Aqua Utilities Florida, Inc.

Dear Mr. Wigglesworth:

I have received your comments concerning Docket No. 060368-WS - Application for an increase in water and wastewater rates by Aqua Utilities Florida, Inc. (Aqua). With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

You inquired as to the length of time these monies should be recouped. When set by the Commission, rates are designed to recover a utility's prospective operating expenses. First, a historical "test year" is chosen. For Aqua, the historical test year is the twelve months ending December 31, 2005. The investment, capital structure, and operating expenses for the utility are based on actual costs booked by the utility in its general ledger. These costs are then audited by the Commission to determine a reasonable level. Aqua used these historical costs to project expected plant investment, capital structure, and operating expenses through the twelve month period ending December 31, 2007. Aqua proposed this twelve month period as representing costs on a "going-forward" basis, since rates are designed to recover costs prospectively. Pursuant to Section 367.081(2), F.S., the Commission shall consider the cost of providing water and wastewater service, including debt interest, working capital, maintenance, depreciation, tax and operating expenses incurred in the operation of all property used and useful in public service. The utility's rates are designed to recover, not only the utility's operating expenses, but also allow the utility an opportunity to recover a fair rate of return on its investment used to provide water and wastewater service to its customers. The statute further allows an allowance for growth for customers to be served five years after the end of the test year, when determining property constructed or to be constructed. The fair rate of return is established by the Commission when making the final decision on the utility's request.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. The PSC's auditors have also examined the utility's records and have published the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

You also inquired about the interim increase recently approved. Aqua petitioned the Commission for an increase in rates and charges. As part of its filing, Aqua requested interim rates. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee.

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case.

I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call me at (805) 413-6934, or Cheryl Bulecza-Banks at (850) 413-6642.

Sincerely,

Troy Rendell
Public Utilities Supervisor

cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Flemming, Jaeger)
Division of Economic Regulation (Willis, Bulecza-Banks)
Commission Clerk

ECR.

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUL -3 AM 7:44
COMMISSION CLERK

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Name ERNEST WIGGLESWORTH

Address 1429 NEW ABBEY AVE.

LEESBURG FL 34788

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I attended the Customer hearing Wednesday, June 27, 2007 at the Mt. Dora Community center auditorium. my reason for sending in remarks to you is to substantiate the remarks already stated at this hearing to wit:

1. The need to recoup monies to upgrade systems is understandable but for how long? 1 yr? 10 yrs? from now on?
2. The interim rate over a short period of time should do this, even though I feel it is exorbitant. and for how long?
3. once money is recouped the rate should be re-adjusted lower.
4. The requested final rate is pure price gouging, outrageous and unacceptable. Most of us who live here are on fixed income and to be able to pay such an exorbitant rate would be to much of a hardship and would require cutting back on food, clothing, medicine etc. (Look where gas prices alone is going) Many would be forced to leave Florida if utilities and taxes went up at such a ridiculous rate.
5. Please do not approve this application for the requested rate increase.

Fold and tape -- see back for address

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

RECEIVED-FPSC

Aqua Utilities Florida, Inc.

07 JUL 16 AM 9:11

DOCKET NO. 060368-WS

COMMISSION CLERK

Name Adrienne Gurgurich

Address 600 Osprey Lakes Circle,
Chulvota, Florida 32766

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I am submitting for evidence for docket #060368-WS a CNBC.COM article and a 7 min., 20 sec. clip of the CNBC show "Fast Money" with an interview from Aqua America CEO Nicholas DeBenedictis. I hope the PSC will note in the clip that Mr. DeBenedictis explains that buying antiquated water systems and petitioning regulators for rate increases is how they make money for their investors.

P.S. - Our water bill went up another $20.00 this month.

CMP
COM
CTR
ECR (CD)
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape -- see back for address

* CD forwarded to ECR *

STAMP

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

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Biggest US Water Company Reveals Takeover Interest

By Lee Brodie Web Editor
| 25 Jun 2007 | 09:19 PM ET

During Fast Money's Dirty Trade feature, CEO Nicholas DeBenedictis reveals that his company Aqua American (WTR) - the biggest US water company- has received takeover interest from potential buyers. "We have been approached," he says.

When Fast Money host, Dylan Ratigan asks whether the interested parties were strategic bidders or private-equity firms, DeBenedictis replies "both, as a matter of fact." He fails to provide further details, but added that Aqua American may also acquire smaller US water companies. "If anybody is for sale we'd be looking."

Here are more excerpts from the interview.

How's business?

DeBenedictis says "Over a quarter trillion dollars will have to be invested just in our country (in water) over the next 20 years."

Is there not enough clean water?

"Pipes are getting older; plants have to be upgraded and many of our municipalities have not taken care of (these maintenance issues)" says DeBenedictis. "So money will have to be spent because you can't live without water."

Tell us more.

"85% of the market is municipal (public). There are only 10 publicly traded water companies and there are about 30,000 small mom and pop companies," DeBenedictis explains. "Part of the story for investors, is the roll up of these mom and pops - and privatization of the municipal market into more efficient private hands."

Are you selling water or pipes and such?

"We sell the water, " says DeBenedictis. "But to get the water to your home we might have to invest in pipe and that's what the regulators allow us to raise prices on."

Why is stock flat over the year?

"Both VE and Suez (competitors) went down over the last few years and they're coming back" explains DeBenedictis.

He adds, "We had a huge run 3 years in a row; and averaged 20% in a row over a 10 year period and (now) we have been stalled. But the numbers are there an the long term market is there."

Was your stock ahead of itself?

"We were up 50% 2-years ago and probably got a little ahead of ourselves." says DeBenedictis. "But the substance is there and we're going to be spending money on pipe which will allow us to raise prices, which will in turn will allow us to get return for our investors."

Do you view yourself as a company that might be approached by another company or a private equity?

"We have been approached," reveals DeBenedictis.

By whom?

"Vivendi, which was Veolia's spin off, owned 20% of our stock before they ran into trouble after they got into Universal, (and) the record business." DeBenedictis says. "Veolia (VE) got spun off, it was spun-off at an all time low and has now built itself back up because it's such a predictable product and pricing is so predictable."

Is SJW Corp (SJW) a company you're thinking about buying?

"There are only 10 publicly traded (water companies). We're the company with a $3 billion market cap – the other 9 add up to $3 billion," says DeBenedictis. "Obviously if anybody is for sale we'd be looking. But, these (small companies) are like collector cars in that you can only buy them if the owner wants to sell it."

Does the owner want to sell?

I can't say.

Is there a catalyst that increases revenues, perhaps overnight?

"The EPA enforcement will make a difference in the expenditures on plants," says DeBenedictis. "Regarding the pipes...it's a necessity. It just has to happen."

Eric Bolling reminds the panel he also likes **Veolia (VE) and Suez (SZE)** as well as SJW.

Got something to say?! Send us an e-mail at fastmoney-web@cnbc.com and your comment might be posted on the web! Prefer to keep it between us. You can still send questions and comments to fastmoney@cnbc.com .

Trader disclosure: On June 25, 2007, the following stocks and commodities mentioned or intended to be mentioned on CNBC's Fast Money were owned by the Fast Money traders:Najarian Owns (.VIX), (TIF) Bolling Owns (SZE), (VE), Gold; Bolling Is Short (FXI) And Owns (FXI) Puts; Bolling Is Short S&P Futures; Bolling Is Short Nasdaq Futures; CNBC Is A Service Of NBC Universal And Dow Jones; GE Is The Parent Company Of CNBC

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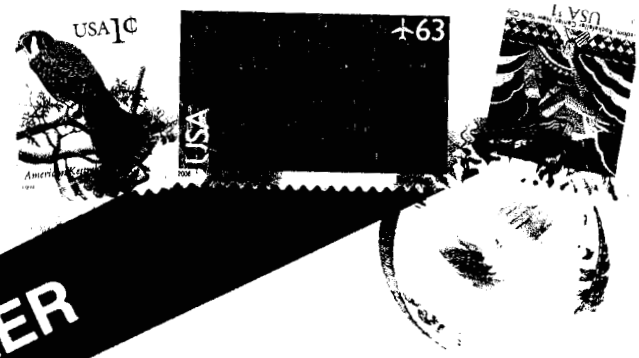
Gurgurich
600 Osprey Lakes Cir.
Chuluota, FL
32766



RECYCLABLE MEDIA MAILER

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

CAUTION

SENSITIVE MEDIA EI

Do not bend or fc

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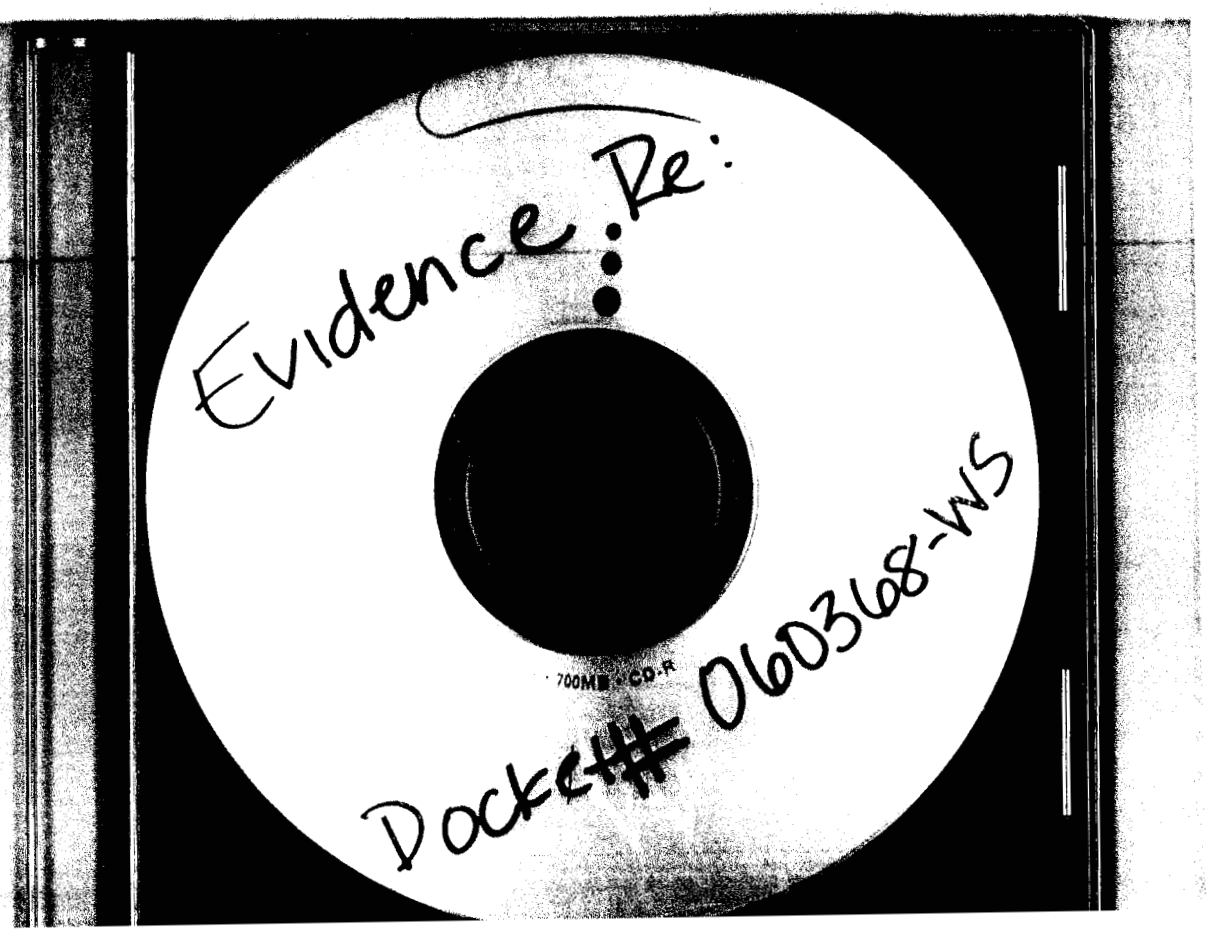

RECEIVED-FPSC
07 JUL 16 AM 9:05
COMMISSION CLERK

107 Edgewater Dr. S.
Covered Bridge
Lake Placid, FL 33852-5233

07 JUL 13 PM 7:29
DISTRIBUTION CENTER

ORIGINAL

July 12, 2007

060368 - WS

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

Gentlemen:

We are writing to protest the great increase in the water rates. We were paying approximately $80 a month for water and sewer. We have been recently increased to $120 plus or minus a couple of dollars. Now we understand that the rates will increase again to double. Would that mean we would be paying $160 or $240 a month for water and sewer? Where do you folks think all this money is coming from? We are a retired couple on a fixed income. Granted we have a larger income that most retirees, but this is ridiculous.

How do you justify such a tremendous rate increase? The average homeowner has been hit with increased property taxes, increased insurance rates, and increasing prices at the gas pumps and the grocery store. Your rate increase seems to be unreasonable and out of line. Then, of course, if we conserve too much you will complain that you aren't making enough money and increase the rates again. The homeowner seems to be caught in a "Catch-22." We need and appreciate good water.

We hope that you will reconsider these rate increases and be more reasonable and more customer friendly.

Sincerely,

Clarke & Karen Patten, Jr.

Clarke and Karen Patten, Jr.

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

RECEIVED-FPSC

07 JUL 16 AM 9:03

COMMISSION CLERK

060368-WS

ORIGINAL

Please do something about Water rates

Mrs. James C Reed

James C Reed
28 Pinecrest St
Lake Placid FL 33852-8118

13

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

OF

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

I will check and see if can be stopped you can take that to bank Cook

Name JACK AND CORA WELLS

Address 510 E. 5TH ST

CHULUOTA, FL. 32766-8624

RECEIVED-FPSC
07 JUL 16 AM 9:00
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

TO THE RIP OFFS making people pay for something they didnt get,

CONSUMER COMMENTS

CMP
COM
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ECR 1
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SEC
OTH

I signed up to talk at the meeting on June 26, 2007. I had to leave early for work and didnt get to speak I want you to know that my doctor told me not to drink this water because I had bladder cancer back in 1996. This water is not safe to drink. I also want to know who is going to reimburse me my water or money. I also think that by rounding off the gallons of water should be stoped. I am paying for something I did not get. I think that it is wrong and illegal.

Yours truly Jack Wells

My complaint is also the water rates. My husband & I are the only 2 people at this household. I don't see how we can use the amount of water you charge us for. Also we have to have a filter we use for drinking & cooking. But the odor of this water is awful. And it has a black muck like build up on tap where our water comes out and it builds up in the sinks. The odor stays in clothes after you do your

It is outrageous, it is getting worse too, & should be against the law! Cora Wells

Fold and tape -- see back for address

STAMP

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

07 JUL 13 PM 7:29
DOCUMENT MANAGEMENT

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Tape

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUL 16 AM 9:00
COMMISSION CLERK

Name Elizabeth Taylor

Address 104 Velvet St.

Interlachen, Fl 32148

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I have been reading as much on this water issue as I can. I am a senior citizen and my monthly funds are limited. I just cannot see such a rate being issued to us. I don't know how I will be able to pay this outrageous amount every month, with all my other utilities, my prescriptions, House insurance ect. There has been nothing done at the water system where I live, my pipes are the same "old" pipes that were here years + years ago. and if they are planning to do anything with them in the future - - - I will be long gone. I know we have a lot of senior citizens who live in Palm shores and they are all in the same boat. Please take a real good look at what you are offering us. It's not good.

Thank you,
Elizabeth Taylor

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

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Ms. Elizabeth A Taylor
104 Velvet St
Interlachen, FL 32148-3644

DAYTONA BEACH
FL 321 1 T
12 JUL 2007 PM

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32399+0850 C001

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07 JUL 13 PM 7:29

Tape

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Dorothy Menasco

060368-WS

From: Dorothy Menasco
Sent: Monday, July 16, 2007 8:58 AM
To: 'DAVIS.PHYLLIS'
Cc: Kimberley Pena; Ruth Nettles; Matilda Sanders
Subject: RE: 060368-WS Motion to Compel

Good morning Ms. Davis,

Please re-submit your filing to the correct e-mail address per Florida Public Service Commission Electronic Filing Requirements. Specifically:

- Filings submitted by electronic transmission must be attached to an e-mail sent to **filings@psc.state.fl.us**. Documents sent to any other Commission e-mail address will not be considered filed.

http://www.psc.state.fl.us/dockets/e-filings/
Please note that the attachment will also need to be revised to fit on an 8 1/2" x 11" page. The current attachment runs off the side of the page, cutting off information.

Dorothy Menasco
FPSC
Office of Commission Clerk
850-413-6330

From: DAVIS.PHYLLIS [mailto:DAVIS.PHYLLIS@leg.state.fl.us]
Sent: Friday, July 13, 2007 5:00 PM
To: Dorothy Menasco
Subject: RE: 060368-WS Motion to Compel

I am sorry. I thought I could do it since it's an excel spreadsheet.

thanks.

From: Dorothy Menasco [mailto:DMenasco@PSC.STATE.FL.US]
Sent: Friday, July 13, 2007 4:44 PM
To: DAVIS.PHYLLIS
Cc: Ruth Nettles; Matilda Sanders; Kimberley Pena
Subject: FW: 060368-WS Motion to Compel

Ms. Davis,

Please re-submit this filing as a single attachment; i.e., the motion to compel and attachments should be combined into one document. See the Commission's e-filing requirements linked to our Website for further information on these requirements.

Dorothy Menasco
FPSC
Office of Commission Clerk
850-413-6330

From: DAVIS.PHYLLIS [mailto:DAVIS.PHYLLIS@leg.state.fl.us]
Sent: Friday, July 13, 2007 3:58 PM
To: Filings@psc.state.fl.us
Cc: Katherine Fleming; Ken Hoffman; Marsha Rule; Nance Guth; Ralph Jaeger; Rosanne Gervasi
Subject: 060368-WS Motion to Compel

Electronic Filing

a. Person responsible for this electronic filing:

Steve Burgess, Associate Public Counsel
Office of Public Counsel
c/o The Florida Legislature
111 West Madison Street, Room 812
Tallahassee, FL 32399-1400
(850) 488-9330

Burgess.steve@leg.state.fl.us

b. Docket No. 060368-WS

In re: Application for increase in water and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington Counties by AquaSource Utility, Inc.

c. There are a total of 15 pages.
d.The document attached for electronic filing is **Citizen's Motion to Compel to Aqua Utilities Florida, Inc.**

Phyllis W. Philip-Guide
Assistant to Steve Burgess, Associate Public Counsel.
Office of Public Counsel
Telephone: (850) 488-9330
Fax: (850) 488-4491

Ann Cole

From: Ann Cole
Sent: Friday, July 13, 2007 12:46 PM
To: William C. Garner
Cc: Roberta Bass; Bridget Groom; Larry Harris; Jeremy Susac
Subject: RE: Docket No. 060368-WS -- Application for increase in water and wastewater rates in Alachua, Brevard, Highlands, et. al. by Aqua Utilites Florida, Inc.

Thank you. This will be done today.

From: William C. Garner
Sent: Friday, July 13, 2007 12:15 PM
To: Ann Cole
Cc: Roberta Bass; Bridget Groom; Larry Harris; Jeremy Susac
Subject: Docket No. 060368-WS -- Application for increase in water and wastewater rates in Alachua, Brevard, Highlands, et. al. by Aqua Utilites Florida, Inc.

Ann,

Please place the attached e-mails in the correspondence side of the docket file.

RECEIVED-FPSC
07 JUL 13 PM 12:54
COMMISSION
CLERK

William C. Garner **(Bill)**
Florida Public Service Commission
Chief Advisor to Commissioner Carter
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0855
(850) 413-6046

Ann Cole

From: Joe & Ileana Fernandez [fernz67@yahoo.com]

Sent: Friday, July 13, 2007 12:09 PM

To: Office of the Chairman; Katrina McMurrian; Nathan A. Skop; Matthew Carter; dmerkt@seminolecountyfl.gov; posey.bill.web@flsenate.gov; Nancy Argenziano

Subject: Chuluota Water Issue

Honorable PSC Commissioners, Seminole County board of Commissioners Governor Charlie Crist, Senator Bill Posey, Senator Mel Martínez and Senator Bill Nelson

For only two people (adults) living at home and frugal about consuming water, $184 a month for Aqua Utilities **POOR QUALITY** water is the best I can do. I can't conserve any more water than I did last month.

We were blessed by rain enough to irrigate only once (one day) this month, minimized washing clothes, took "short" showers, never left water running while doing dishes/showering/or brushing teeth, only flushed toilets when **absolutely necessary,** never drank/cooked any Aqua Utilities water.

Still:

My monthly water bill is **the same amount as the lease payment for a new 2007 Chevrolet.**

I would ask that you please be mindful of the people of Chuluota who are still being served by Aqua Utilities and who are, in some cases, **Senior Citizens on a fixed income**. It has been a while since some of you saw the citizens of Chuluota at the PSC meeting last month where Aqua Utilities was requesting yet another rate increase. **THESE RATES ARE DISCRIMINATORY TO THE PEOPLE OF CHULUOTA. ALAFAYA UTILITIES, A PRIVATE COMPANY THAT PROVIDES GOOD QUALITY WATER, A MILE AND HALF FROM US AND THAT IS REGULATED BY PSC., PROVIDES RATES THAT ARE HALF WHAT WE PAID. I THINK THAT I SPEAK FOR ALL THE PEOPLE OF CHULUOTA WHEN I AM REQUESTING THAT AQUA UTILITIES PREVILEGES TO PROVIDE WATER IN CHULUOTA SHOULD BE REVOKED AS SOON AS POOSIBLE. I FEEL THAT THE CHULUOTA COMMUNUTY SHOULD HAVE THE SAME RATES AS ALAFAYA UTILITIES PROVIDES TO THEIR CUSTOMERS IN THE ADJACENT COMMUNITIES.**

I'm not certain what you pay for water each month, but please remember that we pay almost $100 for sewer fees, before we use a drop of water. This is WAY beyond what all other local water companies (even privately held companies) charge. Some Aqua customers have to make partial payments, because they cannot pay their water bills. Others on fixed incomes are having to choose between prescriptions or having water service. As you know, **choosing not to have water is not an option**....unless you would like your home to be condemned that is.
The water quality is still as bad as it always has been. Levels of TTHMs are still over double what my parents Water Company tested for TTHMs and people in my neighborhood have tested chlorine levels in our tap water that is as high as what is seen in their pools. The water taste is poor.

Aqua Utilities were entrusted with a government approved monopoly and **we can't do anything but ask you for HELP now**. On behalf of the people who can't contact you as well as myself, you are the only people who can help us. **Please help us**.

Best regards,

Joseph/ Ileana Fernandez

240 Osprey Lakes Circle

Chuluota FL 32766-6664

Choose the right car based on your needs. Check out Yahoo! Autos new Car Finder tool.

Ann Cole

From: Joe & Ileana Fernandez [fernz67@yahoo.com]

Sent: Friday, July 13, 2007 11:44 AM

To: Office of the Chairman; Katrina McMurrian; Nathan A. Skop; Matthew Carter; dmerkt@seminolecountyfl.gov; posey.bill.web@flsenate.gov

Subject: Chuluota Water Issue

Honorable PSC Commissioners, Seminole County board of Commissioners Governor Charlie Crist, Senator Bill Posey, Senator Mel Martínez and Senator Bill Nelson

For only two people (adults) living at home and frugal about consuming water, $184 a month for Aqua Utilities **POOR QUALITY** water is the best I can do. I can't conserve any more water than I did last month.

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Still:

My monthly water bill is **the same amount as the lease payment for a new 2007 Chevrolet.**

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Aqua Utilities were entrusted with a government approved monopoly and **we can't do anything but ask you for HELP now**. On behalf of the people who can't contact you as well as myself, you are the only people who can help us. **Please help us**.

Best regards,

Joseph/ Ileana Fernandez

240 Osprey Lakes Circle

Chuluota FL 32766-6664

Take the Internet to Go: Yahoo!Go puts the Internet in your pocket: mail, news, photos & more.

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUL 13 AM 8:34
COMMISSION CLERK

Name Julie Meredith

Address 7102 Wright Ave
Mt Dora, FL 32757

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Have lived in this area for 14 yrs. We never had any sort of issue with the water for the majority of that time.

With the exception of Aqua we have experienced what I would consider a lack of good customer service. We was not even receiving my bills when I repeatedly notified them of an address change (2) Don't properly notify residents of "Boil water Conditions" (3) foul odor in the water (4) Smells like a swimming pool (5) in addition to the above an increase of this amount is very unreasonable

Thank you for your consideration as you review this case.

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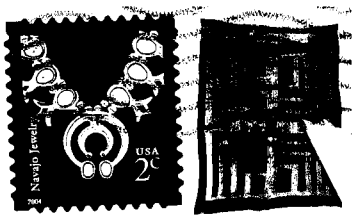
Fold and tape -- see back for address

Mendrick
7102 Wright Ave
Mt Dora, FL 32757

MID FLORIDA PDC
FL 327 4 T
12 JUL 2007 PM



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Tallahassee, Florida 32399-0850

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

Name GLORIA BALLAY

Address P.O. BOX 14
TANGERINE, FL 32777

RECEIVED-FPSC
07 JUL 13 AM 8:29
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Aqua water DOES NOT deserve an increase equalling 3 times the free rate. The water STINKS of sulphur + CHLORINE. Their customer service is AWFUL. They don't tell you that they are working in your area + that your water might be turned off. If you come home from work + your yard is two days from them installing new lines or repairing them. But they don't tell you. One time when my water was turned off, there was too much sludge + oil + sediment when it came back on that I almost had to get a new faucet. It took over a week to get all the sludge rinsed through the lines. I would NEVER drink the water from my faucet. Most days its a grey color. When you wash your face in the morning you gag because the smell is so AWFUL!! Thanks for listening!! Some days there is NO water pressure also!!

CMP
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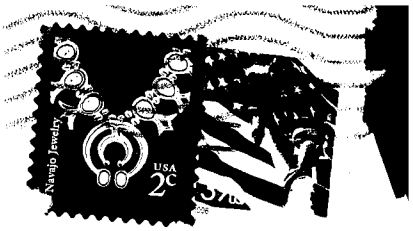
Fold and tape -- see back for address

Gloria Ballay
PO Box 14
Tangerine, FL 32777

TO FLORIDA PDC
FL 327 4 T
11 JUL 2007 PM



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Tallahassee, Florida 32399-0850

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUL 13 AM 8:27
COMMISSION CLERK

Name MR & MRS. Michael McLAURIN

Address 4 ROSALIE OAKS Blvd
LAKEWALES, FL 33898

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

WE PURCHASED THIS PROPERTY 4 YEARS AGO AS OUR RETIREMENT HOME, WE CAREFULLY RESEARCHED AROUND FLORIDA TO OBTAIN A HOME WITH AN AFFORDABLE PROPERTY TAX, UTILITIES ETC. TO FIT OUR INCOME EXPECTATIONS. WE UNDERSTAND FAIR INCREASES OUR ALWAYS TO BE EXPECTED - BUT NOT TRIPLE INCREASES BECAUSE THAT'S NOT FAIR AND IN A RETIREMENT COMMUNITY ITS A VERY CRUEL PUNISHMENT TO SENIOR CITIZENS WHO ALREADY HAVE MEDICAL COSTS SKYROCKETING, WATER IS A LIFE SUSTAINING COMMODITY - WITHOUT IT LIFE IS NOT POSSIBLE - PLEASE DON'T ALLOW THIS WEALTHY COMPANY - AQUA SOURCE - PERMISSION TO INCREASE WATER BILLS AT ANY OTHER AMOUNT THAN ANY PUBLIC UTILITY IS ALLOTTED FOR INCREASES, AS OUR DEFENDER OF RIGHTS YOU ALONE CAN STOP THIS INJUSTICE TO OUR COMMUNITY AND MANY OTHERS.

CMP
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Fold and tape -- see back for address

MCLAURIN
4 ROSALIE OAKS Blvd
LAKE WALES, FL 33898

ORLANDO FL 328
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Florida Public Service Commission
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2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

32399+0850-99 C001

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07 JUL 13 AM 8:10

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Ann Cole

From: Ann Cole
Sent: Friday, July 13, 2007 4:49 PM
To: Office of the Chairman
Subject: RE: Chuluota Water Issue - Docket 060368-WS

Thank you. This will be placed in the correspondence side of the docket file today.

From: Office of the Chairman
Sent: Friday, July 13, 2007 3:53 PM
To: Ann Cole; Cheryl Bulecza-Banks
Subject: FW: Chuluota Water Issue - Docket 060368-WS

Ann, Please place in the correspondence side of the docket file.

Cheryl, Please give appropriate handling.

Sandy Simmons
Scheduling Coordinator
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Telephone: (850) 413-6008
Fax: (850) 413-6009

From: Joe & Ileana Fernandez [mailto:fernz67@yahoo.com]
Sent: Friday, July 13, 2007 12:09 PM
To: Office of the Chairman; Katrina McMurrian; Nathan A. Skop; Matthew Carter; dmerkt@seminolecountyfl.gov; posey.bill.web@flsenate.gov; Nancy Argenziano
Subject: Chuluota Water Issue

Honorable PSC Commissioners, Seminole County board of Commissioners Governor Charlie Crist, Senator Bill Posey, Senator Mel Martínez and Senator Bill Nelson

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Still:

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the citizens of Chuluota at the PSC meeting last month where Aqua Utilities was requesting yet another rate increase. **THESE RATES ARE DISCRIMINATORY TO THE PEOPLE OF CHULUOTA. ALAFAYA UTILITIES, A PRIVATE COMPANY THAT PROVIDES GOOD QUALITY WATER, A MILE AND HALF FROM US AND THAT IS REGULATED BY PSC., PROVIDES RATES THAT ARE HALF WHAT WE PAID. I THINK THAT I SPEAK FOR ALL THE PEOPLE OF CHULUOTA WHEN I AM REQUESTING THAT AQUA UTILITIES PREVILEGES TO PROVIDE WATER IN CHULUOTA SHOULD BE REVOKED AS SOON AS POOSIBLE. I FEEL THAT THE CHULUOTA COMMUNUTY SHOULD HAVE THE SAME RATES AS ALAFAYA UTILITIES PROVIDES TO THEIR CUSTOMERS IN THE ADJACENT COMMUNITIES.**

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Aqua Utilities were entrusted with a government approved monopoly and **we can't do anything but ask you for HELP now**. On behalf of the people who can't contact you as well as myself, you are the only people who can help us. **Please help us**.

Best regards,

Joseph/ Ileana Fernandez

240 Osprey Lakes Circle

Chuluota FL 32766-6664

Choose the right car based on your needs. Check out Yahoo! Autos new Car Finder tool.

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

ORIGINAL

July 13, 2007

Dean and Sue Duffey
3024 Bounty Lane
St. James City, FL 33956

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Re: Order No. PSC-07-0426-PAA-SU

Mr. and Mrs. Duffy:

Thank you for your fax letter dated July 12, 2007 in which you expressed your concerns about the required rate reduction and rebate for Enviromental Protection Systems of Pine Island, Inc.(EPS). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

We understand your concerns regarding the rebate and rate reduction for EPS and appreciate you taking the time to express them to us. Customer comments are an essential part of the Commission's evaluation of the utility.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6844, or Troy Rendell at (850) 413-6934.

RECEIVED-FPSC
07 JUL 13 PM 4:35
COMMISSION CLERK

Sincerely,

Jared Deason
Regulatory Analyst

JD

cc: Office of Commission Clerk
Division of Economic Regulation (Willis, Bulecza-Banks, Rendell)
Office of the General Counsel (Brubaker)
Martin Friedman, Rose Sundstrom & Bently, LLP

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

ORIGINAL

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

July 12, 2007

RECEIVED-FPSC
07 JUL 13 PM 1:23
COMMISSION CLERK

FPSC-CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Deborah Boyd
5416 Prince Avenue
Sebring, Florida 33875

Re: Docket No. 060368-WS -- Aqua Utilities Florida, Inc.

Dear Ms. Boyd:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the

hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosure
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

(An original of this letter went to each person on the attached list)

Jam and Smudge Free Printing
Use Avery® TEMPLATE 5162®
www.avery.com
1-800-GO-AVERY
AVERY® 5162®

Ms. Deborah Boyd
5416 Prince Avenue
Sebring, Florida 33875

Mr. Kenneth E. Williams
13436 Palm Drive
Astatula, Florida 34705

Ms. Dona Parker
45 Rosalie Oaks Blvd.
Lake Wales, Florida 33853

Mr. & Mrs. George Koerner
4619 Windy Lane
Zephyrhills, Florida 33541

Ms. Shirley Slotten
104 Edgewater Dr. S.; Covered Bridge
Lake Placid, Florida 33852

Ms. Muna Schmidt
34834 Carl Avenue
Zephyrhills, Florida 33541

Mr. Richard Justice
5418 Knight Avenue
Sebring, Florida 33875

Mr. Donald A. Sutten
104 Edgewater Dr., Covered Bridge
Lake Placid, Florida 33852

Ms. Jerlyn Clark
371 West Main Street
Carlisle, Kentucky 40311

Ivo & Jeanelle Albert
522 Brigadoon Circle
Leesburg, Florida 34788

Ms. Elizabeth Krone
4542 Madison
Zephyrhills, Florida 33541

Ms. Doris Cooper
35209 Ada Avenue
Zephyrhills, Florida 33541

Mr. & Mrs. James E. Fleming
4607 Six Mile Pond Road
Zephyerhills, Florida 33541

Mr. Kenneth E. Roe
4547 Madison Avenue
Zephyrhills, Florida 33541

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1-800-GO-AVERY

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Ms. Ruth D. Keller
404 Lake Josephine Shores Road
Sebring, Florida 33875

Mr. Gerald Agle
4613 Six Mile Pond Road
Zephyrhills, Florida 33541

Mrs. Isabel Raville
4637 Clarice Avenue
Zephyrhills, Florida 33541

Mr. & Mrs. Arnold Rice
35135 Ada Avenue
Zephyrhills, Florida 33541

Ms. Ethel F. Cotter
3214 County Road 676
Webster, Florida 33597

Mr. & Mrs. James Huston
35029 Zephyr Shores Drive
Zephyrhills, Florida 33541

Mr. Johnny Donohoo
102 Windchester Avenue
Interlachen, Florida 32148

Ms. Jenilae Rains
P. O. Box 412
Satsuma, Florida 32189

Mr. & Mrs. R.J. Vigneault
11587 County Road 675 W
Webster, Florida 33597-7613

Mr. E. C. Jacklitch, III
13630 Tangelo Street
Sebring, Florida 33875

Mr. & Mrs. Stan Culler
5700 Huron Street
Tangerine, Florida 32777

Timolyn Henry

From: Ruth McHargue
Sent: Friday, July 13, 2007 4:20 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9998

Please add to docket file 060368

-----Original Message-----
From: Consumer Contact
Sent: Friday, July 13, 2007 8:56 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9998

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Aloha black water issue.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, July 13, 2007 8:57 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9998

Complaint filed with PSC

Select County: PASCO
CUSTOMER INFORMATION

Name: Rosalie Leone
Telephone: 727 372-3665
Email: rleone@amdweb.com
Address: Assocation of Millwork Distributors, 10047 Robert Trent Jones Pkwy New Port Richey 34655

BUSINESS INFORMATION

Business Account Name: Rosalie Leone
Account Number:
Address: AMD, 10047 Robert Trent Jones Pkwy New Port Richey Florida 34655

COMPLAINT INFORMATION

Complaint: Other Complaint against Aloha Utilities, Inc.
Details:
Since mid day yesterday, the water in our sinks and the toilet is the color yellow. For years the water has alwasy had a distinctive odor (horrible stink)and ocassionally discolored,yellow and dark gray. I have 7 people working for me at this location and I think it is an outrage that we are not allowed to wash a dish without being subjected to that terrible smell. Several years ago I had to install a water cooler as I was concerned for my welfare and that of my employees. I have paid the bills on time and consider myself a excellent customer and still the water situation has never impoved. P.S. I live in the town of Tarpon Springs and can say without hesitation we have never encountered a situation like this. Thank you and I hope you will take some action against Aloha as this has been going on too long.

Dorothy Menasco 060368-WS

From: Dorothy Menasco
Sent: Friday, July 13, 2007 4:44 PM
To: 'davis.phyllis@leg.state.fl.us'
Cc: Ruth Nettles; Matilda Sanders; Kimberley Pena
Subject: FW: 060368-WS Motion to Compel
Attachments: Motion to Compel 071307.doc; 7-10-07 OPC Discovery Inventory PODs.pdf; 7-10-07 OPC Discovery Inventory INTERR.pdf

Ms. Davis,

Please re-submit this filing as a single attachment; i.e., the motion to compel and attachments should be combined into one document. See the Commission's e-filing requirements linked to our Website for further information on these requirements.

Dorothy Menasco
FPSC
Office of Commission Clerk
850-413-6330
dmenasco@psc.state.fl.us

From: DAVIS.PHYLLIS [mailto:DAVIS.PHYLLIS@leg.state.fl.us]
Sent: Friday, July 13, 2007 3:58 PM
To: Filings@psc.state.fl.us
Cc: Katherine Fleming; Ken Hoffman; Marsha Rule; Nance Guth; Ralph Jaeger; Rosanne Gervasi
Subject: 060368-WS Motion to Compel

Electronic Filing

a. Person responsible for this electronic filing:

Steve Burgess, Associate Public Counsel
Office of Public Counsel
c/o The Florida Legislature
111 West Madison Street, Room 812
Tallahassee, FL 32399-1400
(850) 488-9330

Burgess.steve@leg.state.fl.us

b. Docket No. 060368-WS

In re: Application for increase in water and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington Counties by AquaSource Utility, Inc.

c. There are a total of 15 pages.
d. The document attached for electronic filing is **Citizen's Motion to Compel to Aqua Utilities Florida, Inc.**

Phyllis W. Philip-Guide
Assistant to Steve Burgess, Associate Public Counsel.
Office of Public Counsel
Telephone: (850) 488-9330
Fax: (850) 488-4491

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Friday, July 13, 2007 4:12 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9992

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

-----Original Message-----
From: Consumer Contact
Sent: Friday, July 13, 2007 7:57 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9992

To CLK Docket 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, July 12, 2007 5:07 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9992

Complaint filed with PSC

Select County: SUMTER
CUSTOMER INFORMATION

Name: Carlin Pickering
Telephone: 315=686=2583
Email: pickerin@gisco.net
Address: 11380 S. US Hwy 301 Webster 33597-5630

BUSINESS INFORMATION

Business Account Name: Oasis RV Park LOT: 1190365 block Account Number: 000884946 0628458
Address: 11380 S. US Hwy 301 Webster Florida 33597-5630

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Just received a letter from the Florida House of Representatives and Representative Robert C. Schenck asked me to attach a docket number for the case which is 060368WS to accompany my letter of complaint. Please attach this to my original complaint letter

PSC was contacted previously

Matilda Sanders

ORIGINAL

From: Ruth McHargue
Sent: Thursday, July 12, 2007 3:45 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9987

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Please add to docket file.
-----Original Message-----
From: Consumer Contact
Sent: Thursday, July 12, 2007 2:40 PM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9987

To CLK for docket 060368
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, July 12, 2007 2:36 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9987

Complaint filed with PSC

Select County: Select County
CUSTOMER INFORMATION

Name: Carlin Pickering
Telephone: 315-6862583
Email: pickerin@gisco.net
Address: 11380 S U.S. HYW 301 Webster 33597

BUSINESS INFORMATION

Business Account Name: Oasis RV Park
Account Number: 000884946 0628458
Address: 11380 S U.S. HYW 301 Webster Florida 33597

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Rates have increased over 150% and assigned before a PSC final approval . Mr Brown of AQUA utilities explained that they receive no assistance from the state like public utilites and they need to update their water system because of its age. Possibly they could apply for state or Federal assistance because we changed from our own wells to AQUA Utilities because the Cowbell gas station/convenience store contaminated the nearby wells and made it unsafe to operate our wells.

PSC was contacted previously

ORIGINAL

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

EXECUTIVE DIRECTOR
MARY ANDREWS BANE
(850) 413-6068

RECEIVED
JUL - 3 2007
DEPUTY EXECUTIVE DIRECTOR

Public Service Commission

July 3, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Honorable Denise Grimsley
State Representative, District 77
205 South Commerce Ave, Suite B
Sebring, Florida 33870-3604

RECEIVED-FPSC
07 JUL 12 PM 3:23
COMMISSION CLERK

Re: Docket No. 060368-WS - Request for a Rate Increase for Water and Wastewater by Aqua Utilities Florida, Inc.

Dear Representative Grimsley:

This is in response to your letter dated June 25, 2007, concerning Aqua Utilities Florida, Inc.'s (Aqua's) request for an interim rate increase. In short, no, there is no way to be relieved of interim rates given a prima facie showing was made by Aqua that an increase is needed. However, customers are protected and in the event the interim increase is determined to be too high or was not needed, a refund with interest will be made.

Florida Statutes provide that regulated utilities are entitled to recover prudent expenses and must be afforded an opportunity to earn a fair return on their investments. To achieve this, during a rate setting process the Commission determines prudent expenses and establishes a range of returns on investments within which the utility may earn. If the utility earns above this allowed return range they are considered to be "over-earning" and the Commission initiates steps to bring the utility's earnings back down within the allowed return range. If the utility earns below the allowed range they are considered to be "under-earning" and may file a request to increase rates with the Commission.

The process to adjust rates and the associated return takes many months to complete. This case, for example, was filed on December 1, 2006, and is scheduled for evidentiary hearings October 24-26 and October 29-30, 2007, followed by a final decision on revenues January 10, 2008 and rates January 24, 2008. During this time period when a case is pending either customers are paying more than they should (in the case of over-earnings or an unsupported request), or the utility is not being allowed an opportunity to earn a fair return (in the case of under-earnings). To protect against both situations and hold the customers and the utility harmless, the Commission places company revenue subject to refund to customers with interest and, if requested and a prima facie showing is made, grants interim rates allowing the utility to earn the very minimum of the range of its last authorized return while the case is being processed.

Aqua made the requisite prima facie showing that without immediate interim rate relief it would be earning below its last authorized rate of return range, and on March 27, 2007, the Commission approved the utility's requested interim rate increase. These interim rates will be in effect through the end of the Aqua's case which is scheduled to be completed in January 2008. Since these are legally authorized rates there is no way to be relieved from paying the charges while the case is pending. Again, however, these interim rates are subject to refund with interest pending the completion of the case and any portion found unnecessary will be returned to the customers with interest.

I hope you find this information helpful. If you have any further questions, please do not hesitate to contact me at (850) 413-6068.

Sincerely,

Mary Andrews Bane
Executive Director

MAB/cha

cc: Mr. Charles H. Hill, Deputy Executive Director
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Office of Strategic Analysis and Governmental Affairs (Cooper)

JUN 28 2007

EXECUTIVE DIRECTOR

Denise Grimsley

Florida House of Representatives
District 77

District Office:
205 South Commerce Avenue, Suite B
Sebring, Florida 33870-3604
(863) 385-5251
(863) 386-6002 (Fax)

Toll Free Number: 866-888-6516
Email: denise.grimsley@myfloridahouse.gov

Tallahassee Office:
223 The Capitol
402 South Monroe Street
Tallahassee, Florida 32399-1300
(850) 488-3457

June 25, 2007

RECEIVED
FLORIDA PUBLIC SERVICE
COMMISSION
07 JUN 28 PM 12: 55
DIVISION OF
ECONOMIC REGULATION

Mary Andrews Bane, Executive Director
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850

Ms. Bane,

Enclosed, please find a letter I recently received from my constituent, Elaine Panozzo, concerning Aqua Utilities request for a rate increase. Ms. Panozzo would like to know if there is any way to get relief from the interim rate before January 2008.

Thank you for your assistance. I look forward to your earliest possible response so this question can be addressed in a timely fashion.

Sincerely,

Denise Grimsley

Denise Grimsley
Representative, District 77

DG/mm

Cc: Elaine Panozzo

Chair, Committee on Agribusiness; Environmental and Natural Resource Council;
Committee on Healthy Families

Dear Rep. Grimsley,

Is there any way to get relief for this interim rate before Jan. 24, 2008.

Elaine Panozzo
13305 Byrd St
Sebring, FL 33875

655-9110

Ellen Plendl

From: Notes_Control/EOG%EOG@eog.fl.gov on behalf of Charlie.Crist@eog.myflorida.com
Sent: Wednesday, July 11, 2007 4:21 PM
To: Ellen Plendl
Subject: correspondence

ORIGINAL

Docket 070408-WS

RECEIVED-FPSC
07 JUL 12 PM 1:37
COMMISSION CLERK

Edwin Davis
444 Osprey Lakes Circle
Chuluota, FL 32766
(407) 489-3414
wdavis@fullsail.com

Name/Firm/Company: Public Service Commission
Subject/Category:

Questions/Comments:
Dear Governor Crist, I am writing to you on behalf of the residents of Chuluota FL and I, who purchase water from Aqua Utilities. PLEASE HELP US! Aqua utilities is a government approved monopoly that provides a basic needs product..... water to my fellow residents here in this Orlando suberb. I attended a PSC meeting yesterday regarding yet another rate increase for water in this area. We have many senior citizens and lower income residents who have no voice in this matter. Representative Sandy Adams was also in attendance and supporting us at this meeting. Last month I paid a $325 water bill for 2 adults in a single family home, no children, and no pool. We have been paying extremely high water bills for contaminated water and fraudulent metering for many years now. Further more, this NEW rate increase would increase our water bills even more. Our water bill would be equal what it would cost to lease a new Cadillac. We dont drink the water, because it has failed safety tests that determine the safety of the water (EPA) since 2005. We use it only when necessary, by having "camp

showers", sponge bathing, irrigating only when grass is dying, limiting toilet flushes, etc.... My wife and I are both teachers, and not wealthy by any means. We now find ourselves considering selling the dream home we worked a lifetime for, but couldnt sell it because of the water cost and contamination. It seems the PSC is bound by statutes to continue approving rate hikes, while not being able to hold Aqua Utilities responsible for solving the water contamination issues and price gouging. Our citizens are at the mercy of Aqua Utilities, but mercy is not one of their strong points. We can only depend on you and Representative Adams for our protection at this point. I am a man begging Representative Adams to write legislation that will allow you to save us from contaminated water that is priced 60% MORE than any other water system in our area. You did receive my vote last term, and I have never asked my government for help with anything....but now the residents of Chuluota Florida, myself included are being held hostage by a company providing a basic need service

under a government controlled monopoly. They are mocking Representative Adams, the PSC, the EPA, and the residents of Chuluota under the protection of their government contract. They should no longer be trusted with this responsibility. Please help us, Respectfully, Edwin "Wynn" Davis

CMP ___
COM ___
CTR ___
ECR ___
GCL ___
OPC ___
RCA ___
SCR ___
SGA ___
SEC ___
OTH ___

Timolyn Henry ORIGINAL

From: Ruth McHargue
Sent: Wednesday, July 11, 2007 4:01 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: , 1 page(s)

Attachments: FAX.TIF

Please add to docket file 060368

From: Consumer Contact
Sent: Wednesday, July 11, 2007 2:59 PM
To: Ruth McHargue
Subject: FW: , 1 page(s)

To CLK Aqua Utilities Docket 060368

From: NET SatisFAXtion
Sent: Wednesday, July 11, 2007 2:24 PM
To: Consumer Contact
Subject: , 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

```
-----------------------------------------
  Received On:       7/11/2007 2:22 PM
  Number of Pages:   1
  From (CSID):
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:00:45
  Transfer Speed:    14400

  Received Status:   Success
  Number of Errors:  0
  Port Received On:  RockForceOCTO+ Port 6
-----------------------------------------
```

FAX.TIF (27 KB)

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 050368-WS

7/7/07

Name Patricia Ann Compton

Address 5109 SW 66th St

Gainesville FL 32608.

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

This water company knew they were getting a run down system & should of had money to invest & as with any new business you must wait to reap the profits Therefore, why should the consumers pay for the improvements. I personally had to call my plumber many times due to sediment in my faucets, pipes etc. Several of which had to be replaced. Eventually it got so bad I had to get a $5,000 water softner system which I am still paying on since almost 2 yrs. Most of my bills were estimated because, the meter readers lied over & over again claiming vicious dogs wouldn't let them read the meters. the dogs were either blind, deaf, crippled or dead. I take care of my 85 y.o mother & an

Fold and tape – see back for address

PS there was either no customer service or rude people on the other end.

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, July 11, 2007 2:30 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9967

Please add to docket file 060368

-----Original Message-----
From: Consumer Contact
Sent: Wednesday, July 11, 2007 1:47 PM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9967

To Aqua Docket 060368?
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, July 11, 2007 12:20 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9967

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Joey Purvis
Telephone: 407-971-9827
Email: ap28@bellsouth.net
Address: 561 yellow tail place chuluota 32766

BUSINESS INFORMATION

Business Account Name: Michele Purvis
Account Number: 0009042590646768
Address: 561 yellow tail place chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
i writing because first of the poor water quality that my family receives is unacceptable!! The water smells to the point my family will not even drink it, so i have to pay for a water service to bring bottled water to my home each month, my clothes come out of the washing machine with a weird smell, and on and on. Now they have raised my rates on both water and sewer and for what?? more poor water!! And now as i'm looking over my bill, i see that i pay sewage on water that doesn't even go into the sewer, it's going to water my lawn, top off my pool, wash my car, water my plants, etc.. how can i be legally charged for something that isn't even going into the sewer??? This doesn't seem fair!!!

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

ORIGINAL

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. ŠKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

July 10, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

RECEIVED-FPSC
07 JUL 11 PM 12: 11
COMMISSION
CLERK

Mr. & Mrs. Guy Webb
4498 Hancock Court
Sunny Hills, Florida 32428

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Webb:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the

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Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosure
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

An original of this letter went to all parties on the attached list.

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Mr. & Mrs. Guy Webb
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Sunny Hills, Florida 32428

Ms. Fran Williams
3003 S. Florida Avenue, Suite 104
Lakeland, Florida 33803

Ms. Suzanne Rio Healy
106 Lily Drive
Interlachen, Florida 32148

Mr. & Mrs. Norman C. Negus
28600 Tammi Drive
Tavares, Florida 32778

Mr. Maynard Breeden
211 Hermit Drive
Satsuma, Florida 32189

Mr. Sheldon Lerner
4083 Waycross Place
Chipley, Florida 32428-3162

Ms. Edith Litsheim
201 S. Madison Street, Apt. 305
Waunakee, Wisconsin 53597

Mr. Paul R. Shires, Jr.
36240 E. Spring Lake Blvd.
Fruitland Park, Florida 34731

Mr. & Mrs. James M. Elwell
P. O. Box 868
Fruitland Park, Florida 34731

Mr. Joseph McCarthy
34934 Carl Avenue
Zephyrhills, Florida 33541

Mr. & Mrs. Earl McDonald
13721 Crow Street
Sebring, Florida 33875

Ms. Mariette Williams
4612 Clarice Avenue
Zephyrhills, Florida 33541

Mr. Walter T. Davis
161 Reaves Avenue
Interlachen, Florida 32148

Ms. Amie Carney
13641 Temple Street
Sebring, Florida 33875

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STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

ORIGINAL

Public Service Commission

June 21, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

RECEIVED-FPSC
07 JUL 11 PM 12: 11
COMMISSION CLERK

Mrs. Rebecca J. Rouse
411 East 4th Street
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mrs. Rouse:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

As you may know, the PSC is holding 12 customer meetings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these meetings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. The new method of water disinfection being installed to correct this problem should also help diminish the bleach smell you have experienced. A copy of the Consent Order is enclosed if you are interested in learning more about that process.

Also, you mentioned that you are experiencing low water pressure. The PSC staff is aware that Aqua is providing water pressure at 25 PSI in the Chuluota area. While this is low, it is above the minimum 20 PSI required by the DEP. If you continue to experience water pressure problems, you may request that DEP check your water pressure. If you want to request a water pressure check or if

you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

In addition, you mentioned that Aqua has not been responsive to your requests for assistance. In the future, if the utility does not provide a satisfactory response to your questions or requests for assistance, you may file a complaint with the PSC by calling our toll free number 1-800-342-3552. I have enclosed our brochure, "If You Have a Problem with Utility Service or Rates," that describes the PSC's complaint resolution procedures in more detail.

The PSC staff is currently working closely with the DEP on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket

file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (4)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

Ann Cole

From: Bev DeMello
Sent: Tuesday, July 10, 2007 2:25 PM
To: 'rosiclare@bellsouth.net'
Cc: Ann Cole; Kimberley Pena; Marshall Willis; Cheryl Bulecza-Banks; Troy Rendell; Rosanne Gervasi; Katherine Fleming; Ralph Jaeger; Ken Hoffman; Tim Devlin; 'roberts.brenda@leg.state.fl.us'; Janet Brunson
Subject: re: Aqua Utility Correspondence

RECEIVED-FPSC
07 JUL 10 PM 4:56
COMMISSION CLERK

Jimmie and Irene Lewis
Re: Aqua Utilities

Dear Mr. and Mrs. Lewis:

Thank you for your e-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). PSC Chairman Lisa Edgar asked me to respond to your e-mail, and I have also included your e-mail in the correspondence side of the docket file. All customer complaints will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

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Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

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Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Beverlee S. DeMello
Assistant Director
Division of Regulatory Compliance
and Consumer Assistance

c: Office of the Commission Clerk
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Office of the General Counsel (Gervasi, Fleming, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

Ann Cole

From: Bev DeMello
Sent: Tuesday, July 10, 2007 3:52 PM
To: 'howeken42@hotmail.com'
Cc: Ann Cole; Kimberley Pena; Tim Devlin; Marshall Willis; Cheryl Bulecza-Banks; Troy Rendell; Rosanne Gervasi; Katherine Fleming; Ralph Jaeger; 'roberts.brenda@leg.state.fl.us'; Ken Hoffman; Janet Brunson
Subject: re: Aqua Utility Correspondence

RECEIVED-FPSC
07 JUL 10 PM 4:56
COMMISSION CLERK

Mr. Ken Howe
Aqua Utilities, Inc. Correspondence

Dear Mr. Howe:

Thank you for your e-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the apparent lack of notice about the Public Service Commission meeting in Pasco County concerning the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

In response to the PSC, Aqua submitted an affidavit stating that meeting notices were mailed to the customers. Here is the link to the company's affidavit:
http://www.psc.state.fl.us/library/filings/07/05054-07/05054-07.pdf

In addition, Aqua submitted Exhibit Number 56 at the New Port Richey hearing showing a copy of the legal notice about the customer meeting that was published on May 24, 2007 in the "Zephyrhills News" and on May 31, 2007 in the "Sumter County Times."

As part of Aqua's current rate case, PSC staff will be making sure that the company did meet it's customer meeting noticing requirements. In addition, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

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Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I have also included a link to some of our brochures for your review:

http://www.floridapsc.com/publications/consumer/brochures.aspx

I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Beverlee S. DeMello
Assistant Director
Division of Regulatory Compliance
and Consumer Assistance

c: Office of the Commission Clerk
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Office of the General Counsel (Gervasi, Fleming, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

Ann Cole

From: Bev DeMello
Sent: Tuesday, July 10, 2007 3:09 PM
To: 'mnikolau@hotmail.com'
Cc: Ann Cole; Kimberley Pena; Tim Devlin; Marshall Willis; Cheryl Bulecza-Banks; Troy Rendell; Rosanne Gervasi; Katherine Fleming; Ralph Jaeger; 'roberts.brenda@leg.state.fl.us'; Ken Hoffman; Janet Brunson
Subject: re: Aqua Utility Correspondence

RECEIVED-FPSC
07 JUL 10 PM 4:56
COMMISSION CLERK

Mr. Michael Nikolau
Aqua Utilities, Inc.

Dear Mr. Nikolau:

Thank you for your e-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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http://www.floridapsc.com/publications/consumer/brochures.aspx

I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Beverlee S. DeMello
Assistant Director
Division of Regulatory Compliance
and Consumer Assistance

c: Office of the Commission Clerk
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Office of the General Counsel (Gervasi, Fleming, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

ORIGINAL

State of Florida

Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: July 9, 2007

TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk

FROM: Stephen C. Larson, Executive Secretary to Commissioner Argenziano

RE:

Please add the attached to the file of docket number 060368-WS. Thank you

RECEIVED-FPSC
07 JUL 10 PM 2:45
COMMISSION
CLERK

Jean Hagerty
31650 Imperial Dr.
Tavares, FL 32778-4709
Tel: 352 343-4281

RECEIVED
JUL - 2 2007
F.P.S.C.
COMMISSIONER ARGENZIANO

June 30, 2007

Ms. Nancy Argenziano, Commissioner
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Commissioner Argenziano:

Many thanks to you and the rest of the FPSC for the hearings held in Mt. Dora on June 27, 2007. I was quite impressed with your enthusiasm and eagerness to understand the complex issues involved with Aqua Utilities Florida and its many service systems. The variations of the many service systems is just a part of this hopelessly complicated situation. And shouldn't AUF have seen this mess before purchasing?

I can see where their uniform pricing in certain areas will help their bookkeeping efforts - but surely their pricing is completely out of line.

When they purchased this mess perhaps there were 2 things that AUF did not realize: 1. Florida is a state that is in desperation when it comes to potable water and most of the Florida citizens are very water-usage conscious and 2. A good many customers (70% in Imperial Mobile Terrace) do not use any water 5-6 months of the year because they are not here.

As a result AUF has decided to jack-up EVERYONES base facility rape - yes, I said R A P E. That way it doesn't matter whether they sell a lot of water or just a bit. They and their shareholders are going to get their $$$$ up front.

Please, please, please I sincerely implore youand the other commissioners to check the base facility rates and the gallonage rates at the municipalities surrounding the individual AUF service areas - in our case (Imperial Mobile Terrace) calls to Leesburg, Tavares and Mt. Dora would soon tell you that AUF is completely out of line. Those cities also have customers who are water conscious and many who are out of state 5-6 months.

I understand perfectly that there is a vast difference between our small service systems and the above mentioned cities; population, taxes, cash flow, etc. We expect our rates to be higher, but we very much resent a rip-off. And that is exactly what we are already living with.

I finally figured out that that was why the guy at the Mt. Dora a.m. hearing who had $20 worth of compost worms destroyed was at the hearing: he resented being ripped-off. Amen to that.

I was extremely disappointed in the poor attendance at the Mt. Dora meetings. But when important meetings are scheduled while areas' citizens are out of state

it is to be expected. Is that why the hearings are so often held in the summer months? Water being one of the necessities of life, politics should not be involved.

Also, as a result of past experiences (hearings in 1993 and 1996) some of my neighbors have no faith in their FPSC. They think that the FPSC is part of the problem. I tried to convince them that, hopefully, that situation has been corrected. Apparently I'm not much of a convincer.

Again thanks,

Jean Hagerty

Jean Hagerty

ORIGINAL

Ann Cole

From: Ann Cole
Sent: Tuesday, July 10, 2007 2:43 PM
To: Office of the Chairman; Cheryl Bulecza-Banks; Troy Rendell
Cc: Katrina McMurrian; Nathan A. Skop; Nancy Argenziano; Matthew Carter
Subject: RE: $187 dollars for my June water bill. That's the best I can do....

Thank you. This will be placed in the correspondence file today.

From: Office of the Chairman
Sent: Tuesday, July 10, 2007 11:30 AM
To: Ann Cole; Cheryl Bulecza-Banks; Troy Rendell
Cc: Katrina McMurrian; Nathan A. Skop; Nancy Argenziano; Matthew Carter
Subject: FW: $187 dollars for my June water bill. That's the best I can do....

Ann,
Please place in the correspondence side of Docket 060368-WS.

Cheryl, Troy,
Please give appropriate handling.

Sandy Simmons
Scheduling Coordinator
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Telephone: (850) 413-6008
Fax: (850) 413-6009

CMP ____
COM ____
CTR ____
ECR ___1___
GCL ___1___
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

RECEIVED-FPSC
07 JUL 10 PM 2:45
COMMISSION CLERK

From: wdramfs@aol.com [mailto:wdramfs@aol.com]
Sent: Monday, July 09, 2007 9:51 PM
To: Office of the Chairman; Katrina McMurrian; Nathan A. Skop; Nancy Argenziano; Matthew Carter; dmerkt@seminolecountyfl.gov
Subject: $187 dollars for my June water bill. That's the best I can do....

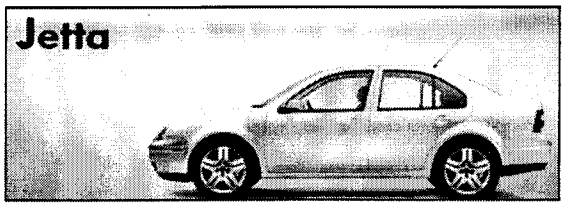
Good afternoon Honorable Commissioners,

$187 a month for Aqua Utilities water is the best I can do. I cant conserve any more water than I did this month.

We were blessed by rain enough to irrigate only once (one day) this month, minimized washing clothes, took "camp" showers, never left water running while doing dishes/showering/or brushing teeth, only flushed toilets when absolutely necessary, never drank/cooked/fed to animals any Aqua Utilities water.

Still:

My monthly water bill is the same amount as the lease payment for a new 2007 Volkswagen Jetta.



View full size

I would ask that you please be mindful of the people of Chuluota who are still being served by Aqua Utilities. It has been a while since some of you saw the citizens of Chuluota at the PSC meeting last month where Aqua Utilities was requesting yet another rate increase.
I'm not certain what you pay for water each month, but please remember that we pay a flat $99 for sewer, before we use a drop of water. This is WAY beyond what all other local water companies (even privately held companies) charge. Some Aqua customers are having to make partial payments, because they cannot pay their water bills. Others on fixed incomes are having to choose between prescriptions or having water service. As you know choosing against having water is not an option unless you would like your home to be condemned.
The water quality is still as bad as it always has been. Levels of TTHMs are still over **double** what my parents water company tested for TTHMs and people in my neighborhood have tested chlorine levels in our tap water that is as high as what is seen in their pools. You would never want to drink it, but it does taste disgusting.

Aqua Utilities were entrusted with a government approved monopoly and we cant do anything but ask you for help now. On behalf of the people who cant contact you as well as myself, you are the only people who can help us. Please help us.

Best regards,

Wynn Davis

AOL now offers free email to everyone. Find out more about what's free from AOL at **AOL.com**.

BILL MCCOLLUM
ATTORNEY GENERAL
STATE OF FLORIDA

OFFICE OF THE ATTORNEY GENERAL

Office of Citizen Services
The Capitol
Tallahassee, Florida 32399-1050

Telephone (850) 414-3990 , SunCom 994-3990
Fax (850) 410-1630, SunCom 210-1630

RECEIVED-FPSC
07 JUL 10 PM 1:06
COMMISSION
CLERK

July 2, 2007

Ms. Whitney Epperson
322 Velveteen Place
Chuluota, Florida 32766-6004

Dear Ms. Epperson:

Florida Attorney General Bill McCollum has received your correspondence regarding Aqua Utilities.

In an effort to be of assistance, we have taken the liberty of forwarding your correspondence to the Florida Public Service Commission, the state agency which regulates investor-owned utilities including long distance carriers. The telephone number is (850) 413-6100, or toll-free (800) 342-3552 from within Florida.

We hope this referral proves helpful. Thank you for contacting the Florida Attorney General's Office.

If you would like to keep current with news on Attorney General McCollum's efforts to fight fraud please visit our website and subscribe to the Attorney General's weekly and monthly electronic newsletters: http://myfloridalegal.com/NewsBrie.nsf/Subscriber

Sincerely,

OFFICE OF CITIZEN SERVICES
Florida Attorney General's Office

OCS/ac

cc: Public Service Commission
Consumer Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
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RCA ____
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CS/utilities

PLEASE HELP!

My family lives on Velveteen Place in Chuluota FL.

Over the months, my water bill has averaged about $130.00. I learned to deal with it...and I didn't think much about it...until I started looking at the usage. Aqua Utilities says that every month I use more than 20,000 gallons of water. This is IMPOSSIBLE. It takes 18,000 gallons to fill a pool (which I don't have)! There is NO WAY my family uses this amount of water monthly. I called the City of Oviedo as they were the supplier of our water before we moved here. 3,500 gallons....3,500 gallons is what we averaged per month! What changed? I HAVE NO IDEA.

What prompted me to write this letter is my latest bill. **It is for $511.58**. This time they say we used **64,500 gallons!** I've attached a copy for you to look at. A few more bills like this will put my family on the street. We simply can't afford it. I have two little girls who are both in daycare...a 1 year old and a 2 year old. We were surviving with the $130.00 bills. But this...well, we just won't be able to make ends meet.

The saddest part for me is what this does to the kids. They love water. They love to run through the sprinklers. I even bought them a sprinkler ball for this summer. They love to splash around in the bathtub and swim around in the baby pool I have yet to blow up. It will be strictly showers and swingsets this summer. Well, for as long as we want to keep our house anyway.

I think the problem goes deeper than high rates. If my meter really and truly says that I use this amount of water, there must be a leak in the pipes underground. This is the only answer I can come up with.

I'm really hoping you can help us. No, I'm counting on you to help us. Aqua Utilities laughs at our efforts to try and fix this problem. We desperately need your help!

Please help my family!

Whitney Epperson and Family

AQUA

Service To:
WEBB EPPERSON
322 VELVETEEN PL
OVIEDO, FL 32766-6004
Lot: 0009000 Block:

Account Number
000895606 0638529
CHULOTA

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 511.58**	**June 14, 2007**

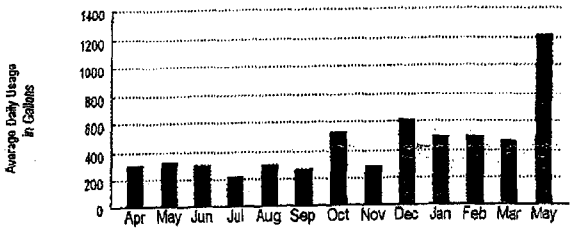
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78218442	5/8	05/18/07	53	Actual	517900	64,500	Gallons
		03/26/07		Actual	453400		
Average Daily Usage = 1,216 Gallons		Total Days:	53		Total Usage:	64,500	Gallons

Billing Detail

Amount Owed from Last Bill	$ 10.05
Total Payments Received	0.00
Balance	**10.05**
Current Water Charges	328.90
Current Sewer Charges	159.47
Utility Tax	13.16
Amount Due 06/14/07	**$ 511.58**

Water Usage History



Read Types: Actual Estimated Customer

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336456 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL3590186 AP-515-A-0 REV 01/07

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
WEBB EPPERSON
322 VELVETEEN PL
OVIEDO, FL 32766-6004
Lot: 0009000 Block:

Account Number
000895606 0638529

Total Amount Due **$ 511.58**
Due Date **June 14, 2007**

Amount Enclosed
$ ☐☐☐.☐☐

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

Seq=28005 Cyc=33D1 1up=334399

******AUTO**5-DIGIT 32766 C 77 P 90
WEBB EPPERSON
322 VELVETEEN PL
CHULUOTA FL 32766-6004

0008956060638529000000511584

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, July 10, 2007 10:19 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 9938

Please add to docket file 060368

-----Original Message-----
From: Consumer Contact
Sent: Tuesday, July 10, 2007 9:07 AM
To: Ruth McHargue
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 9938

Please review and advise.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, July 09, 2007 9:34 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 9938

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Megan Tanis
Telephone: 321-348-3336
Email: megan.tanis108@earthlink.net
Address: 420 Empress Lane Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Megan Tanis
Account Number:
Address: 420 Empress Lane Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
We received this month's statement from Aqua Utilities Florida, Inc. and noticed a significant increase in our per gallon charge. In fact, after some research we have been charged 31.88% more since our March 29th invoice. Our bill has more than doubled and we were never notified of this increase.

What is the status of this rate increase and what is being done about this?

Please contact me as soon as possible with any available information.

Thank you.

CMP ____
COM ____
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OTH ____

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUL -9 PM 2:25
COMMISSION CLERK

Name FRANK SPARAPANI

Address 4602 Madison Ave
Zephyrhills, Fl. 33541

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I Feel, like most everyone, That This increase is much Too High. This Rate effects our Sr. Population Too greatly. Also, compare our old Rates and we were already higher Than others in our area. Please Help US. and Keep Things The way They were

CMP
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Fold and tape -- see back for address

F. SPARAPANI
4602 MADISON AVE
ZEPHYRHILLS, FL. 33544

TAMPA [illegible]336
06 JUL 07 PM 1 T

USA FIRST-CLASS FOREVER

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

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

Name Margaret Wight

Address 3505N Dale Ave
Zephyr Shrs Estates, Zephyrhills, Fl 33541

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

RECEIVED-FPSC
07 JUL -9 PM 2:25
COMMISSION CLERK

CONSUMER COMMENTS

Attention to whom this may Concern
I'm very upset about our water raise, as I live alone & can hardly make my payments & the water is really bad tasting. They dont read the Meters like they should. my meter needs to be replaced its rusty etc. I called & told them how can my meter read the same, when I'm gone for 1 mth + half. I'm calling my attorney on the Aqua of Fl.

CMP
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SEC
OTH

Fold and tape -- see back for address

Margaret G. Wight
35051 Dale Ave.
Zephyrhills, FL 33541-1415

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

32399-0850

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07 JUL -9 AM 8:01

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

Name RAYMOND N. MCDOWELL

Address 34910 CARL AVE

ZEPHYRHILLS, FL 33541

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

RECEIVED-FPSC
07 JUL -9 PM 2:25
COMMISSION CLERK

CONSUMER COMMENTS

WE HAVE LIVED IN ZEPHYR SHORES SINCE SEPT. 2003. DURING THAT TIME, OUR WATER UTILITY HAS CHANGED OWNERSHIP 4 TIMES. THE WATER QUALITY HAS NEVER BEEN GOOD ALL THE TIME WE HAVE LIVED HERE. WE MUST FILTER OUR DRINKING, COOKING AND ALL CONSUMPTION WATER TO MAKE IT USABLE.

WE DON'T OBJECT TO RATE INCREASES COMENSURATE WITH REASONABLE PROFITS BUT WE DO OBJECT TO A COMPANY BASED IN NEW JERSEY ADJUSTING WATER/SEWER RATES AS HIGH AS AQUA UTILITIES ARE ASKING FOR NOW. LETS BE REASONABLE SO WE CAN ALL LIVE COMFORTABLY AND NOT EXPLOIT SENIOR CITIZENS WHO CAN'T INCREASE THEIR INCOMES.

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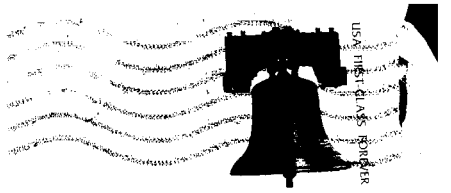
Fold and tape -- see back for address

Raymond McDowell
34910 Carl Ave
Zephyrhills, FL 33541

TAMPA F[illegible]36
07 JUL 07 PM 4 T

USA FIRST-CLASS FOREVER



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

32399+0850

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07 JUL -9 AM 8:01
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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

Name Norma Bevans

Address 11445 CR 675

Webster Fl 33597

RECEIVED-FPSC
07 JUL -9 PM 2:25
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0609. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I am appalled that the Commission approved an approximate 300% interim rate increase for me and my neighbors, with an increased requested final rate. I pray you will approve no more than a 50% increase. Finally because of the very poor water quality we have endured over the past 25 years. At no time has water test results passed all tests, as evidenced by quality test reports and the cloudy color and foul oder of the liquid that comes out of our taps. Letters acknowledging the failure to comply with quality standards suggest seeing our physicians!!! At our own expense, of course.

It has always been my belief that your mission is to insure that citizens receive pure and healthy products for a reasonable price. Please do not prove me wrong by allowing Aqua Utilities to collect this very unreasonable increase.

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OTH

Fold and tape -- see back for address

Norma Bevans
11445 County Road 675
Webster FL 33597

TAMPA FL 336
08 JUL 07 PM 1 1

FIRST CLASS

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

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DISTRIBUTION CENTER
07 JUL -9 AM 8:00

Norma Bevans
11445 County Road 675
Webster FL 33597

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

Name Elizabeth Hocklander

Address 35210 Ada Ave
Zephyrhills, FL 33541

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

RECEIVED-FPSC
07 JUL -9 PM 2:25
COMMISSION CLERK

CONSUMER COMMENTS

I am opposed to the rate increase.
I am retired and can not afford a rate increase for water that I can not drink.
I am in my eighties and am on a fixed income.

Elizabeth Hocklander
6-21-07

CMP
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ECR ✓
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Fold and tape – see back for address

Elizabeth Hochlander
35210 Ada Ave.
Zephyrhills, FL 33541-2180

TAMPA FL 335
21 JUN 07 PM 1 L

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

32399-0850

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DISTRIBUTION CENTER
07 JUL -9 AM 7:43

Tape

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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Monday, July 09, 2007 11:42 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities Docket 060368

Attachments: FAX.TIF

Please add to docket file.
Thanks,
Ruth

From: Consumer Contact
Sent: Thursday, July 05, 2007 9:06 AM
To: Ruth McHargue
Subject: Aqua Utilities Docket 060368

To CLK Aqua Utilities Docket 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: , 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

```
-----------------------------------------
  Received On:       7/04/2007 1:31 PM
  Number of Pages:   1
  From (CSID):
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:01:46
  Transfer Speed:    9600

  Received Status:   Success
  Number of Errors:  0
  Port Received On:  RockForceOCTO+ Port 6
-----------------------------------------
```

FAX.TIF (60 KB)

CMP ____
COM ____
CTR ____
ECR ___1___
GCL ___1___
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 080368-WS

Name Charles Fredricks

Address 7117 S.W. Archer Rd # 2832

Gainesville FL 32608 1-352-373-4728

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

The attached bill shows that my usage has almost doubled since Aqua installed the new (remote read meters) It seems to me they already got their rate increase! No matter who says what!

Please have them certify that each meter is accurate and installed properly and not fixed in their favor.

This bill is for 101.00 for water we can't cook with or drink and ruins our appliances. Add this to 50.00 month for drinking water — I can't afford this.

They're cheating?

Fold and tape — see back for address

AQUA

CHARLES FREDRICKS
7117 SW ARCHER RD UNIT 2832
GAINESVILLE, FL 32608-4668
Lot: 1326144 Block:

Account Number
000907008 0649317
ARREDONDO FARMS

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

Tel: 877.987.2782
Fax: 866.780.8292
e Mail: custserv@aquaamerica.com

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

Bill Date	Total Amount Due	Due Date
June 21, 2007	$ 101.02	July 16, 2007

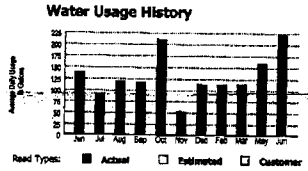
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584513	5/8	06/18/07	33	Actual	14600	7,400	Gallons
		05/16/07		Actual	7200		
Average Daily Usage = 224 Gallons		Total Days:	33		Total Usage:	7,400	Gallons

Billing Detail

Amount Owed from Last Bill	$ 154.89
Total Payments Received	154.89
Balance	0.00
Water Base Facility Charge	17.71
7,400 gallons @ $0.00301 per gallon	22.27
Current Water Charges	39.98
Sewer Base Facility Charge	21.69
7,000 gallons @ $0.00505 per gallon	35.35
Next 400 gallons @ $0.00 per gallon	0.00
Current Sewer Charges	57.04
Utility Tax	4.00
Amount Due 07/16/07	$ 101.02

Water Usage History



Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

1336568 IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION FL2010042 PAF-515-A-0 REV 01/07

Return this portion with your payment. Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
CHARLES FREDRICKS
7117 SW ARCHER RD UNIT 2832
GAINESVILLE, FL 32608-4668
Lot: 1326144 Block:

Account Number
000907008 0649317

Total Amount Due	Due Date
$ 101.02	July 16, 2007

Amount Enclosed
$

Seq=175 Cyc=22M9 1up=345488 PC=BLAF BLAF

CHARLES FREDRICKS
7117 SW ARCHER RD LOT 2832
GAINESVILLE FL 32608-4668

Please make check payable to Aqua Util. FL. Print your account number on your check, then mail to address on back.

00090700806493170000000101025

Kimberley Pena

From: Ann Cole
Sent: Friday, July 06, 2007 5:40 PM
To: Kimberley Pena
Cc: Katherine Fleming; Ralph Jaeger; Troy Rendell; Rosanne Gervasi
Subject: RE: DN 060368-WS (Aqua)

Hey Kim, please check our records to see if we have a copy of the request for investigation sent to the AG's office received from customer Roy J. Tanner on July 3, 2007. If so, please be sure that it is in the correspondence file, along with this email. Please keep us posted either way.

Thank you.

From: Rosanne Gervasi
Sent: Friday, July 06, 2007 4:34 PM
To: Ann Cole
Cc: Katherine Fleming; Ralph Jaeger; Troy Rendell
Subject: DN 060368-WS (Aqua)

Ann, re: the copy of a request for investigation sent to the AG's office received from customer Roy J. Tanner on July 3, 2007, please place a copy of that request on the correspondence side of the Aqua docket file. If you need me to send a memo down with another copy of the correspondence for this purpose, just let me know. Thanks, Rosanne

From the Desk of ..... Ann Cole

Ann

To: Rosanne Gervasi, Office of General Counsel
Katherine Fleming, Office of General Counsel
Ralph Jaeger, Office of General Counsel
Troy Rendell, Division of Economic Regulationd

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Attached is a copy of a Request for Investigation sent to the Office of the Attorney General concerning potential criminal activity by Aqua Utilities Florida, Inc. This filing was received on Tuesday afternoon, July 3, 2007 from Mr. Roy J. Tanner. The Clerk's office will await instructions regarding further processing.

AC/cp

cc: Mary Andrews Bane, Executive Director
Chuck Hill, Deputy Executive Director

RECEIVED-FPSC
07 JUL -3 PM 5:00
COMMISSION CLERK
ac rec'd before 5:00
RECEIVED
2007
Florida Public Service Commission

Roy J. Tanner

From: Roy J. Tanner [Roy.Tanner@allianceproserv.com]
Sent: Friday, June 29, 2007 7:42 PM
To: ag.mccollum@myfloridalegal.com
Subject: Request for investigation
Importance: High
Follow Up Flag: Follow up
Flag Status: Flagged

Honorable Bill McCollum
Office of the Attorney General of Florida:

I'm writing to request that your office look into potentially criminal activity regularly engaged in by our water (and wastewater) service provider, Aqua Utilities Florida, Inc.

Attached, please see a copy of my most recent water bill, accompanied by a copy of my neighbors. In addition, to an apparent 400% increase in my usage over the last 3-months, my assessment matches my neighbors bill to the penny. What can I conclude but that my service provider is engaging in fraud, by arbitrarily pulling my water usage numbers out of thin air. And faced with the choice of either paying bills that have no basis in fact, or having my water service interrupted, I assert this practice is also tantamount to extortion.

This fraudulent practice is one of many consumer complaints associated with docket #060368-WS, which now has recorded PSC testimonies listing myriad charges of: outrageous assessments, environmental citations, and poor customer service. At the time of this request for a finding, a rate increase recently applied for by Aqua Utilities, a subsidiary of Aqua America. Inc. (a public utility that operates in 13-states), is currently working its way through PSC review.

What's extraordinary about this rate request, is that consumers within this service area of Seminole County are already being assessed the highest rates in the Southeast U.S. Frankly, given the sub-standard service and predatory practices of Aqua utilities, not only should this rate increase be denied, but rates should be rolled back to what's normal for the county, and rebates should be paid to affected consumers.

Since the Economic Crimes Unit of the Office of the Attorney General is the enforcement authority for all multi-circuit violations of the Florida Deceptive and Unfair Trade Practices Act, and this unit protects consumers by initiating investigations against entities that employ unfair methods of competition or unconscionable, deceptive and unfair practices in any trade or commerce, I am requesting a review of these unfair and potentially fraudulent practices.

In light of the fiduciary interest of the Attorney General's office and Public Service Commission's charter, I anticipate that this request for a finding of fact (on this utility's practices) will receive an appropriate level of attention. If pursued expeditiously, your finding may enable future compensatory and or punitive remedies for my community. Toward this objective, I look forward to your reply.

6/29/2007

Respectfully submitted,

Roy J. Tanner

218 Velveteen Place, Oviedo, FL 32766-6002
Phone: (407) 620-7589; Fax: (407) 386-3028

AQUA

Service To:
ROY TANNER
218 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]
CHULOTA

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 250.73**	**June 14, 2007**

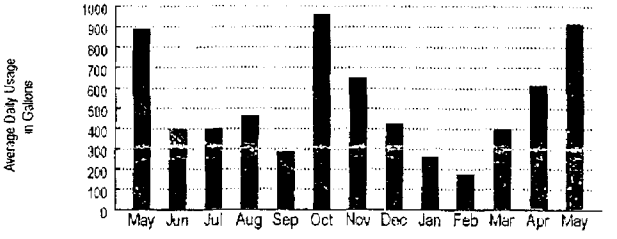
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
80445453	5/8	05/18/07	28	Actual	565200	25,800	Gallons
		04/20/07		Actual	539400		
Average Daily Usage = 921 Gallons		Total Days:	28		Total Usage:	25,800	Gallons

Billing Detail

Amount Owed from Last Bill	$ 298.05
Total Payments Received	298.05
Balance	**0.00**
Current Water Charges	145.89
Current Sewer Charges	99.00
Utility Tax	5.84
Amount Due 06/14/07	**$ 250.73**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336456 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL3590186

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
ROY TANNER
218 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]

Total Amount Due	Due Date
$ 250.73	**June 14, 2007**

Amount Enclosed
$

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

Seq=27965 Cyc=33DI 1up=334399

******AUTO**5-DIGIT 32766 C 77 P 90
ROY TANNER
218 VELVETEEN PL
CHULUOTA FL 32766-6002

[redacted]

D.1-2

AQUA

Service To:
LIONEL SANTIAGO
222 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]
CHULOTA

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 250.73**	**June 14, 2007**

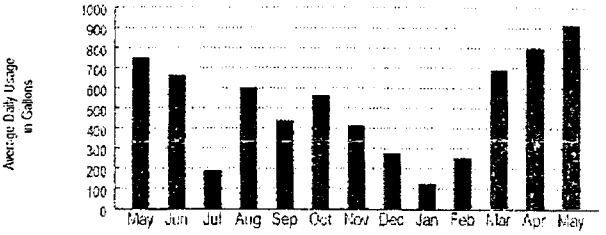
Meter Data

	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	80445452	5/8	05/18/07	28	Actual	598300	25,800	Gallons
			04/20/07		Actual	572500		
Average Daily Usage = 921 Gallons			Total Days:	28		Total Usage:	25,800	Gallons

Billing Detail

Amount Owed from Last Bill	$ 197.71
Total Payments Received	197.71
Balance	**0.00**
Current Water Charges	145.89
Current Sewer Charges	99.00
Utility Tax	5.84
Amount Due 06/14/07	**$ 250.73**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▨ **Customer**

Message Center

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1336456 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL3590186

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
LIONEL SANTIAGO
222 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]

Total Amount Due **$ 250.73**
Due Date **June 14, 2007**
Amount Enclosed
$

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

Seq=27968 Cyc=33DI 1up=334399

******AUTO**5-DIGIT 32766 C 77 P 90
LIONEL SANTIAGO
222 VELVETEEN PL
CHULUOTA FL 32766-6002

[redacted]

D 1-2

Angie Calhoun

From: NET SatisFAXtion [postmaster]
To: Consumer Contact
Subject: 407 281 0593, 4 page(s)

Attachments: FAX.TIF

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

```
-----------------------------------------
  Received On:       6/29/2007 7:42 PM
  Number of Pages:   4
  From (CSID):       407 281 0593
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:01:58
  Transfer Speed:    14400

  Received Status:   Success
  Number of Errors:  0
  Port Received On:  RockForceOCTO+ Port 6
-----------------------------------------
```

FAX.TIF
(120 KB)

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUL -6 AM 11:01
COMMISSION CLERK

Name ANN GLADSTONE

Address 566 Granite Circle
Chuluota, FLORIDA 32766

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

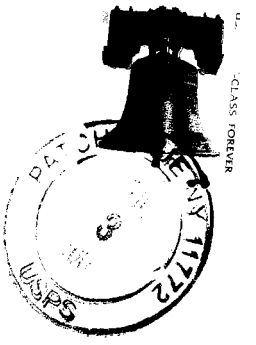
CONSUMER COMMENTS

I am the owner of the above address. My last water bill is attached and the previous month. May's bill states my usage as 64,000 gallons. I find this hard to understand as I occupy the house SOLO: ALONE!
I sprinkler the lawn on days permitted for approximately 45 minutes and 2 washes per week in a water efficiency machine.
This is a new house and all appliances NEW
The plumber came and said NO LEAKS
As a retired New York County worker I find this water bill very high.
Please help me,
Thank you
Ann Gladstone

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape -- see back for address

ANN GRADSKIE
566 Granite Circle
Chuluota, Florida 32766



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

32399+0850 C001

Fold Here

Tape

Fold Here

AQUA

Service To:
ANN GLADSTONE
566 GRANITE CIR
CHULUOTA, FL 32766-8840

Spoke to Stephanie

Account Number
000904385 0646887
CHULOTA

6-5-2007 Sent $100.00

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 454.53**	**June 14, 2007**

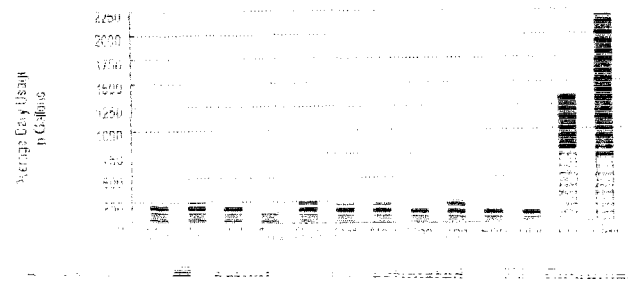
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
81422039	5/8	05/17/07	29	Actual	342200	64,000	Gallons
		04/18/07		Actual	278200		
Average Daily Usage = 2,200 Gallons		Total Days:	29		Total Usage:	64,000	Gallons

Billing Detail

Amount Owed from Last Bill	$ 267.79
Total Payments Received	267.79
Balance	**0.00**
Current Water Charges	341.86
Current Sewer Charges	99.00
Utility Tax	13.67
Amount Due 06/14/07	$ 454.53

Water Usage History



Bryn Mawr, PA 19010-3489 e Mail: **custserv@aquaamerica.com** **April 25, 2007** **$ 267.79** **May 17, 2007**

Message Center

MAILTO: FL PUBLIC SERVICE COMMISSION
OFFICE OF COMMISSION CLERK
2540 SHUMARD OAK BLVD
TALLAHASSEE FL
32399-0850

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUL -6 AM 10:57
COMMISSION CLERK

Name Thomas H. and Kathleen D. Sahrow

Address 1366 Lake Josephine Drive

Sebring, Fl.

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Dear Sirs;

Please do not allow any rate increase. TRhe current quality of water does not warrant an increase at this tim.

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape -- see back for address

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

RECEIVED-FPSC
07 JUL -5 PM 4:33
COMMISSION CLERK

July 5, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. William Blevins
5202 Fairway One Dr.
Valrico, FL 33594

Re: Docket No. 060368-WS - Application for an increase in water and wastewater rates by Aqua Utilities Florida, Inc.

Dear Mr. Blevins:

I have received your letter dated July 2, 2007 concerning Docket No. 060368-WS - Application for an increase in water and wastewater rates by Aqua Utilities Florida, Inc. (Aqua). With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

You indicated that you believe the words "going-forward basis" to generate a "fair" rate of return on the utility's investment is ambiguous. You ask what "going-forward basis" means. When set by the Commission, rates are designed to recover a utility's prospective operating expenses. First, a historical "test year" is chosen. For Aqua, the historical test year is the twelve months ending December 31, 2005. The investment, capital structure, and operating expenses for the utility are based on actual costs booked by the utility in its general ledger. These costs are then audited by the Commission to determine a reasonable level. Aqua used these historical costs to project expected plant investment, capital structure, and operating expenses through the twelve month period ending December 31, 2007. Aqua proposed this twelve month period as representing costs on a "going-forward" basis, since rates are designed to recover costs prospectively. Pursuant to Section 367.081(2), F.S., the Commission shall consider the cost of providing water and wastewater service, including debt interest, working capital, maintenance, depreciation, tax and operating expenses incurred in the operation of all property used and usful in public service. The utility's rates are designed to recover, not only the utility's operating expenses, but also allow the utility an opportunity to recover a fair rate of return on its investment used to provide water and wastewater service to its customers. The statute further allows an allowance for growth for customers to be served five years after the end of the test

year, when determining property constructed or to be constructed. The fair rate of return is established by the Commission when making the final decision on the utility's request.

In your letter, you also expressed concern with paying for the expansion of Aqua's system that is being undertaken for the benefit of future customers. When evaluating a utility's petition for rate relief, the Commission staff evaluates the utility's proposed expansions and determines whether such expansion is necessary to serve existing customers or whether the expansion is being undertaken for future growth. Costs incurred or projected to be incurred to serve future growth have historically been removed in determining the appropriate rates for existing customers. However, when expansions are undertaken that provide benefits to existing customers, the Commission may consider including some costs in the base rates of the utility. Costs incurred for growth are typically included in the utility's service availability charge. This charge is assessed on new customers to obtain wastewater service. Service availability charges are not assessed on existing customers unless the customer undertakes an expansion that would place additional demands on the wastewater facilities. An example of such a situation would be where an existing commercial customer expanded his restaurant and added additional restroom facilities

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. You indicated that costs should be supported by real data and details. Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and have published the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee.

In your letter, you indicated that you utilize your mobile home approximately 20% of the year. I would like to take this opportunity to explain why you are assessed charges even when you are away. The water lines that bring water to your home must be continually maintained to ensure they function properly everyday. The utility faces costs to maintain the system and to ensure service is available whenever you turn on a faucet. While you may not require service every day of the year, service must be available at your demand. Most utilities, whether water, electric, or natural gas, operate the same way. A bill will be issued to the customer for a base charge that represents the costs necessary to maintain the system and meet its obligation to provide service whenever the customer requires it. Concerning your inquiry as to the utility's interest in developing a large development nearby, the Commission has no specific knowledge related to this. Aqua owns over 80 water and wastewater systems in 15 counties throughout the state of Florida.

The Office of Public Counsel has intervened in this rate proceeding on behalf of the ratepayers throughout the state of Florida. According to the OPC's website, http://www.floridaopc.gov, "The Office of Public Counsel is established by the Florida Legislature as a service to the people of the state of Florida. The Public Counsel advocates on behalf of Florida's utility consumers before both state and federal regulatory authorities and before the Florida and federal courts. The Public Counsel is independent from any regulatory authority and accounts only to the people of the state of Florida through the Florida Legislature." The OPC will actively participate in the hearing process scheduled in October.

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case.

I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call me at (850) 413-6934 or Cheryl Bulecza-Banks (850) 413-6642.

Sincerely,

Troy Rendell
Public Utilities Supervisor

cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Bulecza-Banks)
Commission Clerk

ORIGINAL 060368-WS

FLEXIFLO®
Enteral Feeding Tubes
nasogastric, nasoduodenal, nasojejunal, gastrostomy, percutaneous gastrostomy and jejunostomy

RECEIVED-FPSC
07 JUL -5 PM 12:03
COMMISSION CLERK

~~DOCKET # 060368-WS~~

TO WHOM IT DOES CONCERN,

I, JEAN-LUC LATRIQUE,
RESIDENT AT:
7, ROSALIE OAKS BOULEVARD
LAKE WALES, FL. 33898

* DO LIKE FOR YOU TO REVIE MY LAST 3 WATER BILLS FROM = AQUA UTILITIES SHOWING THE TREMENDIOUS AND UNACCEPTABLE INCREASE OF RATE WHICH HAS FORCED LOTS OF LOCAL RESIDENTS TO PUT THEIR HOUSES FOR SALE FOR THAT SAME REASON SHOWN ABOVE

THANK YOU

[redacted] nd Nutritionals
ng Needs
ROSS
E331

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

(1) APRIL 2007 = FIRST BILL FOR = 17 DAYS

CUSTOMER SERVICE #1-(877)987-2782

AQUA

Service To:
JEAN-LUC LATOIQUB
7 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
001125968 0648811
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
April 24, 2007	**$ 32.81**	**May 16, 2007**

Meter Data

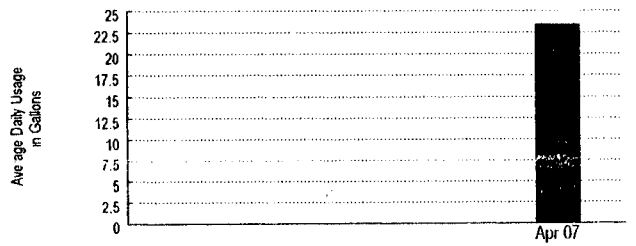
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
39013565	5/8	04/12/07	17	Actual	771100	400	Gallons
		03/26/07		Actual	770700		

Average Daily Usage = 23 Gallons Total Days: 17 Total Usage: 400 Gallons

Billing Detail

Amount Owed from Last Bill	$ 0.00
Total Payments Received	0.00
Balance	**0.00**
Current Water Charges	7.32
Current Sewer Charges	9.76
Turn On Fee	15.00
Utility Tax	0.73
Amount Due 05/16/07	**$ 32.81**

Water Usage History



Read Types: ■ Actual ☐ Estimated ▩ Customer

DOCKET # 060368-WS

Message Center

(2) MAY 2007 = SECOND BILL FOR = 29 DAYS

Paid in full = 5-30-07

863 696 7960

AQUA

Service To:
JEAN-LUC LATRIQUE
7 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
001125968 0648811
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 18, 2007	**$ 119.72**	**June 11, 2007**

Meter Data

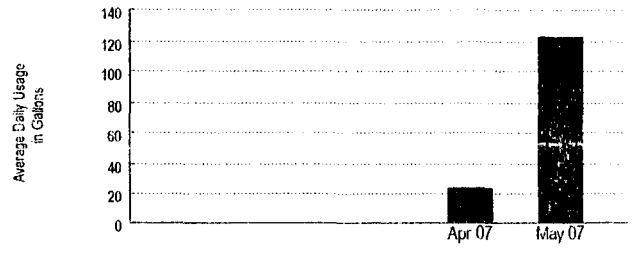
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
39013565	5/8	05/11/07	29	Actual	774700	3,600	Gallons
		04/12/07		Actual	771100		

Average Daily Usage = 124 Gallons Total Days: 29 Total Usage: 3,600 Gallons

Billing Detail

Amount Owed from Last Bill	$ 32.81
Total Payments Received	32.81
Balance	**0.00**
Current Water Charges	32.95
Current Sewer Charges	83.47
Utility Tax	3.30
Amount Due 06/11/07	**$ 119.72**

Water Usage History



Read Types: ■ Actual □ Estimated ▩ Customer

Flat mini rate $32.75
$25.28 =
APRIL 1st = 50%

Message Center

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(3) JUNE 2007 = THIRD BILL FOR = 35 DAYS

AQUA

Service To:
JEAN-LUC LATRIQUE
7 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190345 Block:

Account Number
001125968 0648811
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
June 21, 2007	**$ 127.93**	**July 16, 2007**

Meter Data

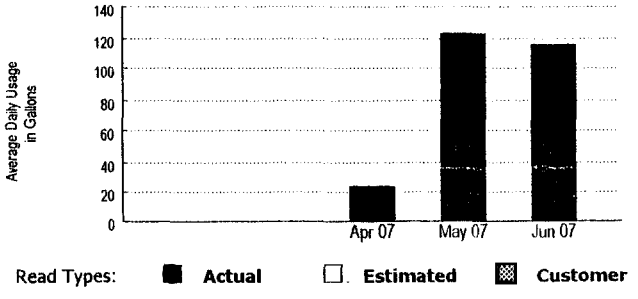
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
39013565	5/8	06/15/07	35	Actual	778800	4,100	Gallons
		05/11/07		Actual	774700		

Average Daily Usage = 117 Gallons Total Days: 35 Total Usage: 4,100 Gallons

Billing Detail

Amount Owed from Last Bill	$ 119.72
Total Payments Received	119.72
Balance	**0.00**
Water Base Facility Charge	25.28
4,100 gallons @ $0.00213 per gallon	8.73
Current Water Charges	34.01
Sewer Base Facility Charge	32.75
4,100 gallons @ $0.01409 per gallon	57.77
Current Sewer Charges	90.52
Utility Tax	3.40
Amount Due 07/16/07	**$ 127.93**

Water Usage History



???

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUL -5 AM 9:28
COMMISSION CLERK

Name Jim + Lynne Card

Address 5754 Pine St
Tangerine, FL 32777

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

We've lived here 20yrs. And have had the same old lines - many repairs done from leaks. Very low water pressure, and smelly water at times. It would be nice to see some work to replace the old lines in the existing part of Tangerine instead of putting new lines for new Residents. Take care of your existing customers! And better communication when their is a boiled water alert! Over Ten Years Ago No New Hookup on New House I was Told By The other Water Comp. The old Tank Blow up, was Bigger and Had more Well on it.

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Fold and tape -- see back for address

Jim & Lynne Cowal
PO Box 35
Tangerine Fl 32777

FLORIDA PDC
FL 7 4 T
03 JUL 2007 PM

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

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUL -5 AM 9:28
COMMISSION CLERK

Name KRISTI ANTHONY

Address 5715 Oak ST; PO Box 264
TANGERINE, FL 32777-0264

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Customer Service is "dicey" @ best. 3 months they haven't been able to sort out why my payment doesn't go through electronically! And I have to mail (snail mail) the payment.

Quality of water = BAD!! Very strong Chorine <SP?> smell, especially lately. Other times, it smells like rotten eggs.
2 week ago, we couldn't use it b/c it was brown.
I never received notice of a recent water boil alert either.
Rate hike warranted? NO WAY!!

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Fold and tape -- see back for address

Kristi Anthony & Ralph Valido
PO Box 264 (352.205.0116)
Tangerine, FL 32777-0264

MIC FLORIDA RDC
FL 32721
03 JUL 2007 PM

JSA FIRST-CLASS

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

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUL -5 AM 9:29
COMMISSION CLERK

Name CHARLES & SHEILA HARRIS

Address 421 WINDERMERE DR.
LAKELAND FL 33809

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I THINK THAT TO DOUBLE OR TRIPLE THE PRESENT RATES IS VERY UNFAIR. IF NEW PROJECTS FOR NEW EDITIONS COME ALONG THEY SHOULD PAY THE INCREASED RATE NOT THE ESTABLISHED AREA'S. ALSO TO HAVE THE SURAGE TIED TO WATER USAGE IS WRONG BECAUSE 1/2 OF WATER USAGE IS FOR LAWN IRREGATION AND POOL FILLAGE

Charles A Harris

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Fold and tape -- see back for address

Ms. Sheila Harris
421 Windermere Drive
Lakeland, FL 33809

LAKELAND FL 338
02 JUL 2007 PM 1 L

USA First-Class

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

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUL -5 AM 9:29
COMMISSION CLERK

Name MR & MRS. N.A. PUGLIESE

Address 5940 OAK ST P.O. BOX 214
TANGERINE, FL 32777

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

OUR WATER AT TIMES TASTE LIKE IODINE. WE WERE NOT NOTIFIED ABOUT ABOUT THE BOILED WATER ALERT - 2 WEEKS IN A ROW. THERE IS ALSO CABLE + PHONE LINES THAT WAS DUG UP + NOT BURIED IT IS A HAZED.

Nicholas Pugliese
Bernice Pugliese

CMP
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Fold and tape -- see back for address

Pugliese
Box 214
Tangerine Fl 32777

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

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Tape

Kimberley Pena

From: Ann Cole
Sent: Tuesday, July 03, 2007 10:02 AM
To: Ralph Jaeger
Cc: Kimberley Pena
Subject: RE: Docket No. 060368-WS, Aqua Utilities Florida, Inc. rate case

Thank you. This will be done today.

Kim, please add this email to the correspondence folder.

From: Ralph Jaeger
Sent: Tuesday, July 03, 2007 7:58 AM
To: Ann Cole
Cc: Ken Hoffman; 'steve.reilly@leg.state.fl.us'
Subject: Docket No. 060368-WS, Aqua Utilities Florida, Inc. rate case

Please place this e-mail in the correspondence side of Docket No. 060368-WS, Aqua Utilities

From: Melissa Davis [mailto:stroll_likegold@bellsouth.net]
Sent: Sat 6/30/2007 11:41 PM
To: Katrina McMurrian
Subject: Chuluota Hearing ref: Aqua Utilities

Ma'am,

I would like to thank you for your time and attention reference the fight we have on our hands concerning our plight with Aqua Utilities and their crazy rates. I was quite embarrassed having to explain to people I don't even know how I have to sponge bathe, etc. because of the costs. As a single mom that lives on a law enforcement salary, I do what I can to get by. We really do need your help, and thank you for it. A neighbor told me tonight that she called Aqua the other day and they, in their typical arrogance, told her that they were raising the interim rates again in August and that if we don't like it, we can move!!! There has got to be something we can do! They need to be stopped!
Thank you for your time and attention concerning this important matter and I hope you have a wonderful 4th of July.

Respectfully,

Melissa Davis
286 Velveteen Place
Chuluota FL 32766

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, July 03, 2007 9:09 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities docket 060368

Attachments: FAX.TIF

Please add to docket file.

From: Consumer Contact
Sent: Tuesday, July 03, 2007 8:44 AM
To: Ruth McHargue
Subject: Aqua Utilities docket 060368

To CLK

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 813 689 3146, 2 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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-----------------------------------------
  Received On:       7/02/2007 8:09 PM
  Number of Pages:   2
  From (CSID):       813 689 3146
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:01:29
  Transfer Speed:    9600

  Received Status:   Success
  Number of Errors:  0
  Port Received On:  RockForceOCTO+ Port 6
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FAX.TIF (35 KB)

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W.H.Blevins
5202 Fairway One Dr.
Valrico,Fl 33594
Phone 813-689-3146
Fax 813-689-3146

FAX

TO: FLORIDA PUBLIC SERVICE COMMISSIONERS From: WILLIAM H. BLEVINS

Fax: 1-800-511-0809 Date: JULY 2, 2007

Phone: Pages: 1

Comments:

July2,2007

To: The Florida Public Service Commission
From: William H. Blevins

Dear Commissioners,
I am contacting you to ask for your assistance in rebuffing to a great extent the Aqua Utility's Florida, Inc. request for water and wastewater rate increases.

The Florida Public Commission will readily note the Utilities request for increases to recover operating expenses on a "going-forward basis" and to generate a "fair" rate of return on their investments is the ultimate in ambiguity. What does "going forward basis" really mean ?. Does it mean the Utility wants their customer/taxpayers to bear the brunt of costs for the Utilities future expansions, future cooperation with big-business in the form of free rides for builders and contractors?. The wording is misleading by design and is not supported with real data and details. If these expansions occur, or are planned, they should be funded by the Utility and the developers, not by their customer/taxpayers.

Additionally, what does "fair return" mean?. It seems simple enough to present, in audited form, the "fair return" the Utility is experiencing today and where the increased rates will take it ... audited of course.

I live in Valrico, Florida and have a mobile home at Lake Rosalie Oaks. The family and I utilize the residence approximately 20% of the year. This is true for the majority of the owners at Rosalie Oaks. There are five residences in the subdivision for sale now, and several homes on the lake for sale. The water and wastewater rate increase request is a greatly responsible for what could be an exodus from the area. On the other hand, this might be what the Utility wants to happen . It is reported they will be involved in a large land development next to the Oaks Subdivision. The Commission might want to take a look into that situation to see if it is rumor or real.

I am not certain if the outlandish, and unequal, rate increase request has legal implications for the customer/taxpayers or not. It seems there might be room for a customer advocate to assist in this regard. If you have any thoughts along this line I would appreciate hearing any suggestions.

As previously stated, I write you ,Commissioners ,asking for assistance in thwarting Aqua Utilities rate increase request. Thank you in advance.

I am,
William H. Blevins (W.H.Bl—:)
5202 Fairway One Dr.
Valrico, Fl 33594
813-689-3146

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUL -3 AM 7:44
COMMISSION CLERK

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Name MRS. D. KASSVAN
Address 5118 SW 66TH STREET
GAINESVILLE, FL 32608

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

June 29, 2007

Enclosed is a copy of my last water bill. You will note that the March bill is approximately three times the amount of all other bills. When I called Aqua Florida, and asked if it was an estimated bill, they told me it was not. I am 67 years old and live alone and there is no way I could have used 300 gallons of water a day! They then asked me if I had any leaks under my mobile home and I said no, as I had had complete new piping put under my mobile home. I was quite upset about this situation, paid the bill, and had a plumber come out and check for leaks under my mobile home. He found none. He also checked the meter (which is not on my property and NOT easily accessible) and said it probably was not properly calibrated, causing it to "jump". I called Aqua Florida and asked them to come out and check the meter. They informed me it would cost me $65.00 to have this done, but said they were installing new meters, so why not save that money. I later changed my mind and decided to spend the money just for my own satisfaction, and was informed that there was NO charge to come out and check the meters. The new meters were installed in April and my water bill decreased dramatically!

I cannot understand giving these people a rate increase when they should have known what they were doing when they bought the company. I live in Arredondo Estates and, like many people here, I am retired and living on a fixed income. It seems unfair to me that people both in Arredondo Estates and Arredondo Farms would suffer because of inefficient handling of water meters, bills, and customer service. Thank you for reading this.

Sincerely,

Dorothy A. Kassvan

(Mrs.) Dorothy Kassvan

STAMP

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

DOCKET No. 060368-WS

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AQUA

Service To:
LEONARD R. KASSVAN
5118 SW 66TH ST
GAINESVILLE, FL 32608-3723
Lot: 1326122 Block:

Account Number
000902540 0645138
ARREDONDO ESTATES

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
June 21, 2007	**$ 27.76**	**July 16, 2007**

Meter Data

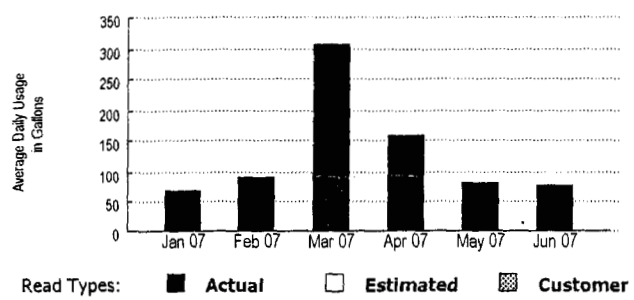
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56583078	5/8	06/18/07	33	Actual	4200	2,500	Gallons
		05/16/07		Actual	1700		

Average Daily Usage = 75 Gallons Total Days: 33 Total Usage: 2,500 Gallons

Billing Detail

Amount Owed from Last Bill	$ 27.42
Total Payments Received	27.42
Balance	**0.00**
Water Base Facility Charge	17.71
2,500 gallons @ $0.00301 per gallon	7.53
Total Water Charges	25.24
Utility Tax	2.52
Amount Due 07/16/07	**$ 27.76**

Water Usage History



Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

1336567 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL2010041 PAP-515-A REV 07

Service To:

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUL -3 AM 7:44
COMMISSION CLERK

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Name Patricia Jacklitch

Address 13630 Tangelo St (Sebring Lakes)
Sebring, Florida 33875

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Strongly object to interim rates of 47.37 (Base facility) - Up more than 5 times current rates. Requested final rates are $28.82 - Still more than 3 times current rates!
Strongly object to interim rates for 10,000 gallons Up more than 500% - Requested Final rates are $91.64 (from 28.97) Almost 400% increase.
Companies deserve to make a profit - But - not one that is blatantly So excessive. The water is HARD (we must have a softener), Odorous from foul smells and very poor tasting. If such an excess increase is granted - So should mandates be in place for a good quality product. Please use your good judgement in denying any increase that is So HIGH. Also, a return of exhorbitant Interim Rates must be strongly considered, we were never given a chance for any input for interim rates - why?

Fold and tape -- see back for address

P. Jacklitch
13630 Tangelo St.
Sebring, FL 33875

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

32399-0850 C001

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DISTRIBUTION CENTER
07 JUL -2 AM 8:18

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUL -3 AM 7:44
COMMISSION CLERK

Name E.C. Jacklitch III

Address 13630 Tangelo St (Sebring Lakes)
Sebring, Florida 33875

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

It is ridiculous to grant such extreme increases for base facility and gallon usage.

Most people in our neighborhood will have to resort to using wells, since they are not able to afford these prices.

We have a Culligan service which is very expensive because of the poor quality of this water.

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Fold and tape -- see back for address

E.C. Jacklitch III
13630 Tangelo St.
Aubrey, Florida
33875

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

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DISTRIBUTION CENTER
07 JUL -2 AM 8:18

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

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RECEIVED-FPSC
07 JUL -3 AM 7:44
COMMISSION CLERK

Name Stan + Grace Culler
Address 5700 Huron Street
Tangerine, Fl 32777-

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

(1) Tangerine water unfit to Drink
(2) We buy bottle water, extra monthly expense
(3) Customer Service to Tangerine Residents is Non-existance, why must Tangerine residents call PA. with an emergency in Tangerine, Florida?
(4) this so-called upgrade in Tangerine IS only to support new development, Does Not Benefit current Long-time water customers
(5) New developments or New water customers should pay the increased water rates
(6) this water rate increase will cause additional Hardship to US on a Fixed Income.

Please Do Not Approve This Water Rate Increase. Thank you for your Support Stan + Grace Culler

Fold and tape -- see back for address

352-383-8219

Stan & Grace Cullen
P.O. Box 553 - 5700 Huron St.
Tangerine, Fl 32777-0553

FL 327 4 T
28 JUN 2007 PM

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

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07 JUL -2 AM 8:16

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUL -3 AM 7:44
COMMISSION CLERK

Name

Address

R J & Leda Vigneault
11587 County Road 675 W
Webster, FL 33597-7613

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

They can Claim the Chemical Purity of the water - But the Taste is Still Poor and 150 percent increase in Rates is un acceptable

R J Vigneault

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Fold and tape -- see back for address

R J & Leda Vigneault
11587 County Road 675 W
Webster, FL 33597-7613

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

32399-0850

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07 JUN 32 AM 8:13

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUL -3 AM 7:44
COMMISSION CLERK

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OPC ____
RCA ____
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Name ERNEST WIGGLESWORTH

Address 1429 NEW ABBEY AVE.

LEESBURG FL 34788

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I attended the Customer hearing Wednesday, June 27, 2007 at the Mt. Dora Community center auditorium. my reason for sending in remarks to you is to substantiate the remarks already stated at this hearing to wit:

1. The need to recoup monies to upgrade systems is understandable but for how long? 1 yr? 10 yrs? from now on?
2. The interim rate over a short period of time should do this, even though I feel it is exorbitant. and for how long?
3. once money is recouped the rate should be re-adjusted lower.
4. The requested final rate is pure price gouging, outrageous and unacceptable. Most of us who live here are on fixed income and to be able to pay such an exorbitant rate would be to much of a hardship and would require cutting back on food, clothing, medicine etc. (Look where gas prices alone is going) Many would be forced to leave Florida if utilities and taxes went up at such a ridiculous rate.
5. Please do not approve this application for the requested rate increase.

Fold and tape -- see back for address

Ernest W. Wigglesworth
1429 New Abbey Ave.
Leesburg, FL 34788

ULANDO FL 328

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

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUL -3 AM 7:44
COMMISSION CLERK

Name RUSSELL STOEWE

Address 440 EMPRESS LANE

CHULUOTA, FL 32766

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I AM A SINGLE MALE LIVING ALONE. SINCE THE PROPOSED RATE INCREASE WAS ANNOUNCED, I HAVE TRACKED WATER USAGE. I DO TWO LOADS OF LAUNDRY PER WEEK, A LOAD OF DISHES PER MONTH, AND WATER MY LAWN. I HAVE NO VISITORS, NO PETS, NO POOL, AND I SHOWER AT THE GYM ON WEEKDAYS. BY MY CALCULATIONS (USING THE HIGH END OF ALL ESTIMATES), I HAVE USED A MAXIMUM OF 72 GALLONS OF WATER PER DAY SINCE APRIL 1ST. HOWEVER, MY MAY 23, 2007 BILL STATES I USE 600 GALLONS DAILY. ALSO, THIS NUMBER HAS FLUCTUATED GREATLY SINCE OCTOBER AS YOU CAN SEE BY THE ATTACHED BILLS. DECEMBER 2006'S WATER USAGE OF 55 GALLONS PER DAY IS THE ONLY MONTH I FEEL IS ACCURATE. THIS - COUPLED WITH POOR SERVICE WHEN CONTACTED ABOUT THIS DISCREPANCY - IS EVIDENCE OF AQUA UTILITIES, FLORIDA'S FRAUDULENT BILLING PRACTICES AND DISREGARD FOR CUSTOMER RELATIONS. I STRONGLY URGE THE REJECTION OF THE PROPOSED RATE INCREASE AND PROPOSE AN INVESTIGATION INTO METER ACCURACY, METER READING, AND BILLING PRACTICES OF AQUA UTILITIES, FLORIDA.

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Fold and tape -- see back for address

Russell Stoewe
440 Empress Lane
Chuluota, FL 32766

KENNEDY SPACE CTR. FL
JUN 26
2007
32815

07 JUN 32 AM 8:

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

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AQUA

Service To:
RUSSELL STOEWE
440 EMPRESS LN
CHULUOTA, FL 32766

Account Number
CHULOTA

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 202.71**	**June 14, 2007**

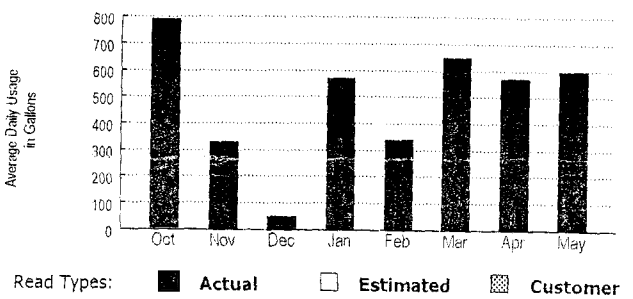
Meter Data

	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	82114544	5/8	05/18/07	28	Actual	242800	16,800	Gallons
			04/20/07		Actual	226000		
Average Daily Usage = 600 Gallons			Total Days:	28		Total Usage:	16,800	Gallons

Billing Detail

Amount Owed from Last Bill	$ 167.13
Total Payments Received	167.13
Balance	**0.00**
Current Water Charges	99.72
Current Sewer Charges	99.00
Utility Tax	3.99
Amount Due 06/14/07	**$ 202.71**

Water Usage History



Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186

A UA

Service To:
RUSSELL STOEWE
440 EMPRESS LN
CHULUOTA, FL 32766

Account Number
[illegible]
CHULOTA

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
January 29, 2007	**$ 152.33**	**February 20, 2007**

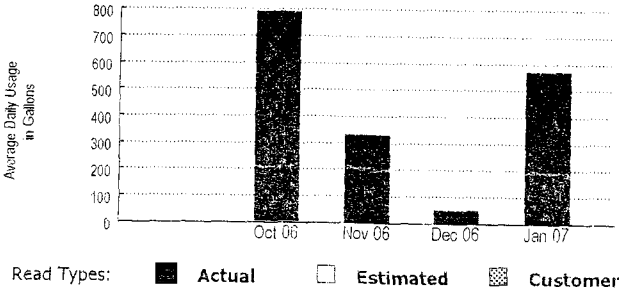
Meter Data

	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	82114544	5/8	01/22/07	31	Actual	180300	17,700	Gallons
			12/22/06		Actual	162600		
Average Daily Usage ▪ 570 Gallons			Total Days:	31		Total Usage:	17,700	Gallons

Billing Detail

Amount Owed from Last Bill	$ 50.76
Total Payments Received	50.76
Balance	**0.00**
Water Base Facility Charge	10.25
17,700 gallons @ $0.00389 per gallon	68.85
Current Water Charges	79.10
Sewer Base Facility Charge	22.01
6,000 gallons @ $0.00801 per gallon	48.06
Next 11,700 gallons @ $0.00 per gallon	0.00
Current Sewer Charges	70.07
Utility Tax	3.16
Amount Due 02/20/07	**$ 152.33**

Water Usage History



Message Center

1336456

FL3590186

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Service To:

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Monday, July 02, 2007 3:35 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9829

Please add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, June 30, 2007 7:57 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9829

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: erica ballantyne
Telephone: 407 977 4567
Email: ekballantyne@aol.com
Address: 660 osprey lakes circle chuluota 32766

BUSINESS INFORMATION

Business Account Name: erica ballantyne
Account Number:
Address: 660 osprey lakes circle chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I am very upset that you as a commision have not done more to get all of chuluota water taken care of by Seminole county or oviedo city. according to aquas water testing it contains elements that will cause cancer. the people of chuluota have been raped for years by these private water companies. would you people like to pay what we have to pay for water, let alone water that is contaminated.We had a well put in for irrigation as our water bills were over $300.that is probably all the white house pays.Even with the irrigation sperate our bills are still over $100. when we lived in Oviedo we only paid 60 with out the well. there is also a school filled with 990 children that this sewage is pumped into their drinking fountains. I am a pediatric nurse and see children die of cancer every week. raising our water costs is not going to get these crooks to correct the problem. you as a commision need to take the business away from them and give it to the city of oviedo. please donot let our families wonder if one of our children is going to get cancer.

OTH	
SEC	
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ECR	1
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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Friday, June 29, 2007 5:18 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: 941 697 6200, 1 page(s)

Attachments: FAX.TIF

Please add to docket file.

From: Consumer Contact
Sent: Friday, June 29, 2007 11:20 AM
To: Ruth McHargue
Subject: FW: 941 697 6200, 1 page(s)

To CLK Aqua Utilities Docket 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 941 697 6200, 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

```
-----------------------------------------
  Received On:        6/29/2007 10:12 AM
  Number of Pages:    1
  From (CSID):        941 697 6200
  From (ANI):
  Sent to DID:

  Duration of Fax:    0:00:43
  Transfer Speed:     14400

  Received Status:    Success
  Number of Errors:   0
  Port Received On:   RockForceOCTO+ Port 6
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FAX.TIF (23 KB)

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Application for a Rate Increase in Charlotte County by

Utilities, Inc. of Sandalhaven

DOCKET NO. 060285-SU

Name Frank A. CERGNUL

Address 6800 Placida Road TH-4C

Englewood, Fl. 34224

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I don't feel we as customers for years would have to finance the new condo's with the increase of 304.30% for their wastewater system. We (existing) customers should not have to bear the cost for you to recover the cost of interconnecting with the Englewood Water District.

Through the years we paid for our hookups now let NEW Condo developments pay for theirs.

[signature]

1-989-631-8438

Fold and tape – see back for address

Timolyn Henry

From: Ruth McHargue
Sent: Friday, June 29, 2007 5:17 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: 407 886 4580, 1 page(s)

Attachments: FAX.TIF

Please add to docket file.
Thanks,
Ruth

From: Consumer Contact
Sent: Friday, June 29, 2007 11:19 AM
To: Ruth McHargue
Subject: FW: 407 886 4580, 1 page(s)

To CCA Aqua Utility Docket 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 407 886 4580, 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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-----------------------------------------
  Received On:       6/29/2007 9:56 AM
  Number of Pages:   1
  From (CSID):       407 886 4580
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:00:33
  Transfer Speed:    28800

  Received Status:   Success
  Number of Errors:  0
  Port Received On:  RockForceOCTO+ Port 6
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FAX.TIF (23 KB)

CMP ____
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SGA ____
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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name Gene Henderson

Address 5741 Pine Street
Tangerine, Florida 32777

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

My Home is 2 Blocks East of the Tangerine water Plant. The lowest elevation of town is South of the water plant and most of these homes have irrigation systems. Pine Street water line is a 2" galvanized line dating back to the 1940's or 1950's. The new water lines that have been installed run out to areas of possible future developments which does very little for present residents and as I understand it Pine Street is not an area of future development and there are no plans to replace this line. During dry times and the homes on the low side of town are using their irrigation systems pressure on Pine Street drops to under 20 pounds. I have been in Contact with the Department of Environment Protection to have a pressure monitor installed on this system during the next dry spell. Also there are times the Hydrogen Sulfide in the water is very strong which would indicate the chlorine system needs better regulated

Fold and tape – see back for address

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUN 29 AM 10: 16
COMMISSION CLERK

Name GEORGE FRIEDMAN

Address 508 YELLOW TAIL PLACE
CHULUOTA, FL 32766

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I OWN AN INVESTMENT HOME IN CHULUOTA THAT IS CURRENTLY UNOCCUPIED. THE WATER BILL LAST MONTH WAS $250.00 WITH NO ONE LIVING THERE AND THE SPRINKLER SYSTEM SET TO RUN TWICE A WEEK. I DO NOT BELIEVE THAT AN UNOCCUPIED HOME COULD POSSIBLY BE USING 26,000 GALLONS OF WATER A MONTH. MY USAGE HAS MORE THAN DOUBLED ACCORDING TO AQUA'S BILL SINCE MARCH WITH THE HOME BEING UNOCCUPIED THE ENTIRE TIME. BY CONTRAST, THE HOME I LIVE IN IS SERVICED BY SEMINOLE COUNTY UTILITIES AND USES APPROXIMATELY 40,000 GALLONS A MONTH WITH IRRIGATION, A SWIMMING POOL, 4 PEOPLE AND A LOT OF SHOWERS, LAUNDRY AND OTHER USAGE. THAT BILL IS TYPICALLY $100 LESS THAN THE EMPTY HOME IS CURRENTLY BEING CHARGED. SOMETHING IS WRONG WITH THAT PICTURE.

Fold and tape -- see back for address

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SGA ____
SEC ____
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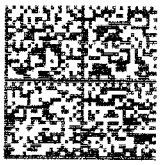
FRIEDMAN
508 YELLOW TAIL PL
CHULUOTA, FL 32766



UNITED STATES POSTAGE
STAMP
PITNEY BOWES
02 1P $ 00.41⁰
0002403764 JUN 27 2007
MAILED FROM ZIP CODE 32714

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

32399-0850 C001

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DISTRIBUTION CENTER
07 JUN 29 AM 8:02

Tape

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUN 29 AM 9:
COMMISSION CLERK

Name Matt and Brittany Hammock

Address 299 Velveteen place Chuluota FL 32766

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Our last water bill was $ dollars. last month. We are gone from 7:30 AM – 7:30 pm we drink all bottled water. our irrigation is set on timer for 2 a week. Only two persons in my house. no visitors. How is this possible? At the meeting today their representives only came back was that their putting all their money in their junky equipment. As a business owner I know It is not the consumers responsibility to pay for their equipment and maintainance. We are to pay only for product. I hope we can come together to take care of this matter you have my 100% full support in solving this matter. My wife and I are just taking it 1 bill at a time. Paying 175.00 per month and up just does not make sense. Thank you for giving time to hear the voice of the people.

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Fold and tape -- see back for address

Matt Hammock
Brittany Hammock
299 Velveteen Place
Chuluota, Florida 32766

UNITED STATES POSTAGE
PITNEY BOWES
02 1P $00.41°
0002374341 MAY 24 2007

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

32399-0850 0001

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DISTRIBUTION CENTER
07 JUN 29 AM 8:02

Tape

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUN 29 AM 9:37
COMMISSION CLERK

Name EVELYN Hodge

Address 33437 PICCIOLA-DR.
FRUITLAND PARK, FL. 34731

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

AS I HAVE STATED BEFORE, I THINK AQUA UTILITIES, FLORIDA INC. IS A RIP OFF - WRONG METER READING - NO METER READING, ESTIMATE SERVICES ACCORDING TO LAST YRS. READING, SAME TIME FRAME - WHICH IS WRONG. THERE IS ONLY MY SELF & PERSON - MY HUSBAND PASSED AWAY - ONLY DO LAUNDRY (1) EVERY 3-WKS I WORK EVERY DAY - I'M NOT HOME TO USE WATER. DISHWASHER USED (1) EVERY 2 WKS - THEY DID CORRECT MISREADING ONCE & THEN REVERTED BACK TO OLD HABITS - NOT FAIR AT ALL

SINCERELY,
Evelyn Hodge

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Fold and tape -- see back for address

Evelyn Hodge
33427 Picciola Dr.
Fruitland Park, FL 34731

HD FLORIDA PDC
FL 327 3 T
27 JUN 2017 PM

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

32399+0850

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DISTRIBUTION CENTER
07 JUN 29 AM 8:02

Tape

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUN 29 AM 9:53
COMMISSION CLERK

07 JUN 29 AM 7:46
DOCUMENT NUMBER-DATE

Name J.L. Davidson / B.D. Stebbins

Address 265 Ave E Chulcota FL 32766

PO Bx 620563 Oviedo FL 32762 Mailing Address

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

9:30AM - 5:20pm CONSUMER COMMENTS 26 June 2007

Though our bills are not like the ones I heard today at the meeting, they are climbing for us.
We are over 70 and live on a very fixed income.
There are just the 2 of us, no company, no pool, sprinkler system on a timer 2 days a week plus there is a rain gage so the system doesn't work if it rains and I have just had all rotors checked and no leaks. We are very careful with water. Run dishwasher every 7-10 days, laundry one day a week or more, washer that consumes less water.
We worry how high is it going since climbing last 3 mos., how could we use 27,400 gallons of water??
If we ~~used~~ each used 200 gallons per day that's 12000. Bathrooms smell bad from water, filter pitcher, filter on ice maker (still don't use it). I never thought I'd live to be buying water to drink!!? Thanks for the meeting.
Wonder if this water caused our little dog's

Bab Stebbins

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Fold and tape -- see back for address

STAMP

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

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Fold Here

AQUA

Service To:
J L. DAVIDSON
265 UNKNOWN AVE E
OVIEDO, FL 32766-9025
Lot: 0000009 Block:

Account Number
000893503 0636509
CHULOTA

qua Utilities Florida, Inc.
52 W. Lancaster Avenue
yn Mawr, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 23, 2007	**$ 160.26**	**June 14, 2007**

eter Data

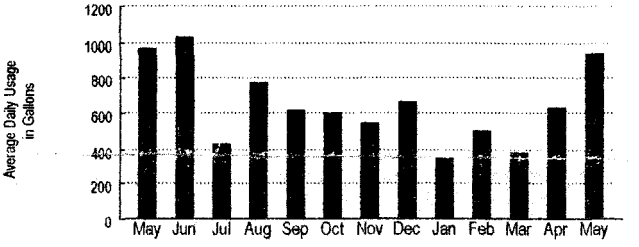
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
98501776	5/8	05/17/07	29	Actual	1384700	27,400	Gallons
		04/18/07		Actual	1357300		

Average Daily Usage = 944 Gallons Total Days: 29 Total Usage: 27,400 Gallons

lling Detail

ount Owed from Last Bill	$ 93.61
tal Payments Received	93.61
lance	**0.00**
tal Water Charges	154.10
lity Tax	6.16
ount Due 06/14/07	**$ 160.26**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

essage Center

Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

2 women over 70 live in this home - sprinkler on 2 days per week during summer w/ raingage - no sprinkler if water in it.

1336456 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL3590186

this portion with your pa

AQUA

Service To:
J L. DAVIDSON
265 UNKNOWN AVE E
OVIEDO, FL 32766-9025
Lot: 0000009 Block:

Account Number
000893503 0636509
CHULOTA

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
April 25, 2007	**$ 93.61**	**May 17, 2007**

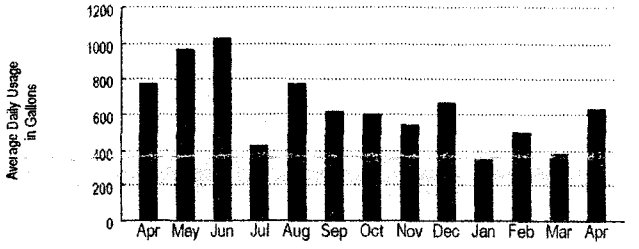
Meter Data

	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	98501776	5/8	04/18/07	30	Actual	1357300	18,900	Gallons
			03/19/07		Actual	1338400		
Average Daily Usage = 630 Gallons			Total Days:	30		Total Usage:	18,900	Gallons

Billing Detail

Amount Owed from Last Bill	$ 53.54
Total Payments Received	53.54
Balance	**0.00**
Total Water Charges	90.01
Utility Tax	3.60
Amount Due 05/17/07	**$ 93.61**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

This bill doesn't show price for 18,900 gals as it does on april 16, 06 bill

April & May graft shows identical stocks

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be used when to ensure correct posting of your Aqua payment.

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186

Service To:

AQUA

Service To:
J L. DAVIDSON
265 UNKNOWN AVE E
OVIEDO, FL 32766-9025
Lot: 0000009 Block:

Account Number
000893503 0636509
CHULOTA

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
March 23, 2007	**$ 53.54**	**April 16, 2007**

Meter Data

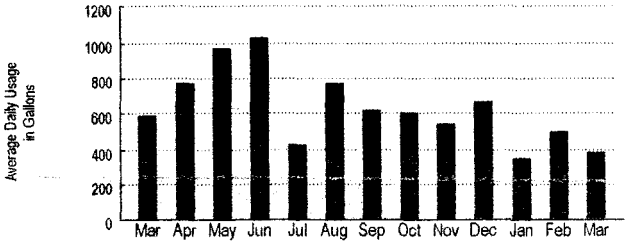
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
98501776	5/8	03/19/07	28	Actual	1338400	10,600	Gallons
		02/19/07		Actual	1327800		

Average Daily Usage = 378 Gallons Total Days: 28 Total Usage: 10,600 Gallons

Billing Detail

Amount Owed from Last Bill	$ 74.17
Total Payments Received	74.17
Balance	**0.00**
Water Base Facility Charge	10.25
10,600 gallons @ $0.00389 per gallon	41.23
Total Water Charges	51.48
Utility Tax	2.06
Amount Due 04/16/07	**$ 53.54**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3590186

PAP-516-A-C
REV 01/07

Service To:

AQUA

Service To:
J L. DAVIDSON
265 UNKNOWN AVE E
OVIEDO, FL 32766-9025
Lot: 0000009 Block:

Account Number
000893503 0636509
CHULOTA

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
February 26, 2007	**$ 74.17**	**March 20, 2007**

Meter Data

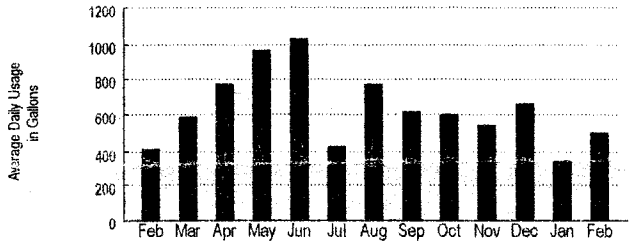
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
98501776	5/8	02/19/07	31	Actual	1327800	15,700	Gallons
		01/19/07		Actual	1312100		

Average Daily Usage = 506 Gallons Total Days: 31 Total Usage: 15,700 Gallons

Billing Detail

Amount Owed from Last Bill		$ 53.14
Total Payments Received		53.14
Balance		**0.00**
Water Base Facility Charge	10.25	
15,700 gallons @ $0.00389 per gallon	61.07	
Total Water Charges		71.32
Utility Tax		2.85
Amount Due 03/20/07		**$ 74.17**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

1336456

FL3590186

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Service To:

AQUA

Service To:
J L. DAVIDSON
265 UNKNOWN AVE E
OVIEDO, FL 32766-9025
Lot: 0000009 Block:

Account Number
000893503 0636509
CHULOTA

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
January 29, 2007	**$ 53.14**	**February 20, 2007**

Meter Data

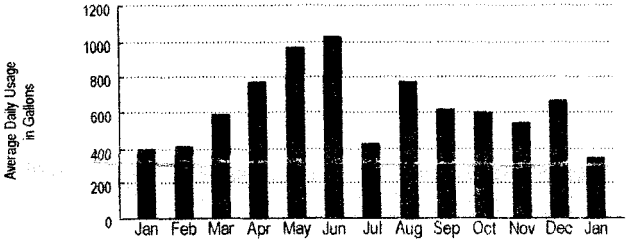
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
98501776	5/8	01/19/07	30	Actual	1312100	10,500	Gallons
		12/20/06		Actual	1301600		

Average Daily Usage = 350 Gallons Total Days: 30 Total Usage: 10,500 Gallons

Billing Detail

Amount Owed from Last Bill	$ 90.76
Total Payments Received	90.76
Balance	**0.00**
Water Base Facility Charge	10.25
10,500 gallons @ $0.00389 per gallon	40.85
Total Water Charges	51.10
Utility Tax	2.04
Amount Due 02/20/07	**$ 53.14**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

1336456

FL3590186

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Service To:

AQUA

Service To:
J L DAVIDSON
265 UNKNOWN AVE E
OVIEDO, FL 32766-9025
Lot: 0000009 Block:

Account Number
000893503 0636509
CHULOTA

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
December 28, 2006	**$ 90.76**	**January 19, 2007**

Meter Data

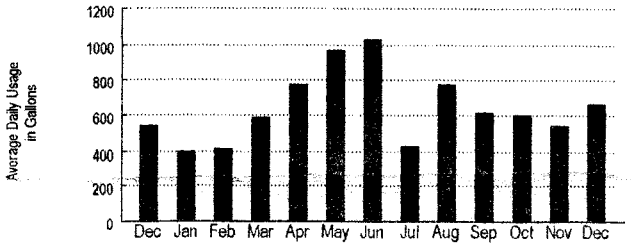
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
98501776	5/8	12/20/06	30	Actual	1301600	19,800	Gallons
		11/20/06		Actual	1281800		

Average Daily Usage = 660 Gallons Total Days: 30 Total Usage: 19,800 Gallons

Billing Detail

Amount Owed from Last Bill	$ 78.62
Total Payments Received	78.62
Balance	**0.00**
Water Base Facility Charge	10.25
19,800 gallons @ $0.00389 per gallon	77.02
Total Water Charges	87.27
Utility Tax	3.49
Amount Due 01/19/07	**$ 90.76**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

1336456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Service To:

Service For:
J L. DAVIDSON
265 UNKNOWN AVE E
OVIEDO, FL 32766-9025
Lot: 0000009 Block:

Account Number
000893503 0636509
CHULOTA

AQUA

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
December 01, 2006	**$ 78.62**	**December 27, 2006**

Meter Data

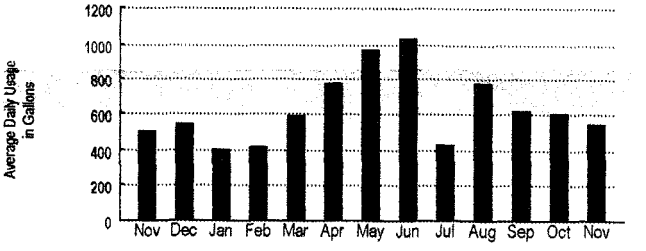
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
98501776	5/8	11/20/06	31	Actual	1281800	16,800	Gallons
		10/20/06		Actual	1265000		

Average Daily Usage = 541 Gallons Total Days: 31 Total Usage: 16,800 Gallons

Billing Detail

Amount Owed from Last Bill	$ 75.60	
Total Payments Received	0.00	
Balance	**75.60**	
Adjustments	75.60	Credit
Water Base Facility Charge	10.25	
16,800 gallons @ $0.00389 per gallon	65.35	
Total Water Charges	75.60	
Utility Tax	3.02	
Amount Due 12/27/06	**$ 78.62**	

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

1336456

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

RECEIVED-FPSC
07 JUN 29 AM 8:59
COMMISSION CLERK

June 7, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

Ketema & Angelica Harris
507 Granite Circle
Chuluota, FL 32766

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. & Mrs. Harris:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings being held in your service area. We have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

Staff is aware of the customers' concerns over quality of service. The Commission will consider all quality of service issues when making its decision in this rate case. Pursuant to Rule 25-30.433(1), Florida Administrative Code:

The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operations: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Staff is currently working closely with the Department of Environmental Protection concerning these issues and will address them in its recommendation to the Commission.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed; staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

As you can see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6844, or Troy Rendell at (850) 413-6934.

Sincerely,

Jared Deason
Regulatory Analyst
Division of Economic Regulation

cc: Division of the Commission Clerk and Administrative Services
Division of Economic Regulation (Rendell, Walden)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

07 JUN -8 AM 10: 16
COMMISSION CLERK
ADMINISTRATIVE SERVICES

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Oviedo	City of Oviedo City Hall City Council Chambers 400 Alexandria Blvd. Oviedo, FL 32765 **Contact**: Pam Vitale 407-971-5555		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

RATE CASE

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May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
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June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

RECEIVED-FPSC
07 JUN -1 PM 3:29
COMMISSION CLERK

FLORIDA DEPARTMENT of STATE

CHARLIE CRIST
Governor

KURT S. BROWNING
Secretary of State

060368-WS

May 22, 2007

Ketema and Angelica Harris
507 Granite Circle
Chuluota, Florida 32766

Dear Mr. & Mrs. Harris:

We received your faxed letter dated May 19, 2007, unfortunately, the Florida Department of State does not have jurisdiction in matters of this nature. Therefore, we are forwarding your letter to the Public Service Commission for a response. You may contact this agency at 800-342-3552 or online at contact@pcs.state.fl.us. The address is:

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

I hope this information proves helpful.

Sincerely,
Department of State
Office of the Secretary

/dmc

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

RECEIVED
MAY 24 2007
Florida Public Service Commission
Division of RCA

R. A. Gray Building • 500 South Bronough Street • Tallahassee, Florida 32399-0250
Telephone: (850) 245-6500 • Facsimile: (850) 245-6125
www.dos.state.fl.us

RECEIVED
07 MAY 22 PM 12:48
SECRETARY OF STATE
TALLAHASSEE, FLORIDA

May 19, 2007

Dear Commissioner:

This letter is in regards to Aqua Utilities. We live in Chuluota, Florida, in the subdivision the Reserve at the Trails. We have numerous complaints regarding our water company, Aqua Utilities. I realize you may already be aware, but something seriously must be done about this company. It is affecting everyone in our community, and our families, in more ways than one.

First and foremost the contaminants in the water. We have been receiving notification from Aqua that the water MAY be contaminated, but that it is still okay to drink. We have found out later that this is not true, and that the water IS in fact, contaminated with cancer-causing chemicals. We are bathing in this water, drinking it, our children are doing the same, and this has not been properly taken care of by them. Even if they simply think that it is contaminated, they have done nothing to improve the situation. In the meantime, our family's health is at stake!

Secondly, the rates we are being charged, and our overall bills are astronomical, and now the company is proposing yet another rate increase. This is absurd, considering there are other homes in our area that also have Aqua Utilities and are not paying as much in water as we are. It seems to be only the new construction (the Trails and Osprey Lakes), as far as we are aware, that are paying these outrageous water bills. Others that have Aqua Utilities do not seem to be paying as much as we are in water. We also do not think the company is even reading the meters monthly, for the most part at least. There is no way my family of 5 consumes 42,000 gallons of water in 28 days. Yet, that is how much we have been billed in the past for water. Our bills do not fluctuate based on our consumption; there are months when we turn off our irrigation systems to hope to feel a relief in the water bill, yet our consumption remains almost the same. There are months when we have been on vacation for part of it, and yet our water consumption remains almost the same. It does not make any sense, and unfortunately, we are at the mercy of this company that is in control of our water supply. We have no place else to turn, and we are forced to pay their astronomical rates or have no water; water is a necessity for our families to bathe, eat, drink, etc., and so we have to pay what we are charged. It is unfair, unjust, and I would even venture to say some of their practices have got to be illegal.

Aqua Utilities also, in the month of April, changed their billing address and OUR account number with them without any notice to us at all. We have them in our web bill payer and pay our bills via that through our bank every month. The bill arrived in the mail, and we went to our bank online and paid the bill. It was returned to us because they changed this information without notifying anyone. Luckily, we noticed it and were able to call and process a payment over the phone which cost us an additional $4.95, but we did not have our water

RECEIVED
MAY 24 2007
Florida Public Service Commission
Division of RCA

RECEIVED
07 MAY 22 PM 12:48
SECRETARY OF STATE
TALLAHASSEE, FLORIDA

May 19, 2007

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Secondly, the rates we are being charged, and our overall bills are astronomical, and now the company is proposing yet another rate increase. This is absurd, considering there are other homes in our area that also have Aqua Utilities and are not paying as much in water as we are. It seems to be only the new construction (the Trails and Osprey Lakes), as far as we are aware, that are paying these outrageous water bills. Others that have Aqua Utilities do not seem to be paying as much as we are in water. We also do not think the company is even reading the meters monthly, for the most part at least. There is no way my family of 5 consumes 42,000 gallons of water in 28 days. Yet, that is how much we have been billed in the past for water. Our bills do not fluctuate based on our consumption; there are months when we turn off our irrigation systems to hope to feel a relief in the water bill, yet our consumption remains almost the same. There are months when we have been on vacation for part of it, and yet our water consumption remains almost the same. It does not make any sense, and unfortunately, we are at the mercy of this company that is in control of our water supply. We have no place else to turn, and we are forced to pay their astronomical rates or have no water; water is a necessity for our families to bathe, eat, drink, etc., and so we have to pay what we are charged. It is unfair, unjust, and I would even venture to say some of their practices have got to be illegal.

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MAY 24 2007
Florida Public Service Commission
Division of RCA

disconnected for non-payment. However, we have MANY neighbors who were not so fortunate and their water was turned off for non-payment, although they paid their bill but did not change their account numbers or billing address, which the company changed without telling us. What kind of utility company does that? That is unprofessional and again, unfair to the consumer!

One more minor issue, at this point, is our water pressure. We are paying all this money for contaminated water that at times practically drips out of the faucet! That is completely unacceptable, especially after all that we are being forced to pay.

These are just some of the concerns that we have, we can barely afford to pay our water bill anymore and this rate increase they are proposing would leave many of us unable to pay them in the future and leaving our families without water. This is a serious, critical issue to our community and our families and we really need someone to listen and help us change what is becoming a very drastic situation. Thank you in advance for your consideration.

Sincerely,

Ketema and Angelica Harris
507 Granite Circle
Chuluota, FL. 32766
407-574-7289

RECEIVED
MAY 24 2007
Florida Public Service Commission
Division of RCA

ORIGINAL

060368 6-26-07

Commission Clerk

I have been a customer of Aqua Utilities Fla. for about a year. Until March 30th 07 I averaged 23 gallons of water a day (700 gals mo.) Appx. $30.00 mo

On May 1st 2007 I got a bill for $67.86 for the use of 4800 gallons of water

I called to find out what was going on. A service man came out and changed the meter. He said the old one was shot.

On May 29th 07 I got a bill for $169.37, for 16700 gallons (estimated). The new meter started at 000000. I called Aqua again. I was told they would check on it. They were going to call me back & let me know what they found. On Mon 6-11-07 they asked me to read the meter (000109)

RECEIVED-FPSC
07 JUN 29 AM 9:50
COMMISSION CLERK

CMP ____
COM ____
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SCR ____
SGA ____
SEC ____
OTH ____

II

I was supposed to get a refund of $169.37. Instead they took $169.37 out of my bank. (Automatic Payment Plan).

The new meter was installed on May 10th 2007. (000000) Today I read the meter (June 26th 2007) It reads 000204

I think it is absurd to be charged $167.37 for 16700 gallons of water when the meter reads 209 gals.

I am very unhappy with this neglect to do anything in this matter

If there is anything you can do I would appreciate it.

THANK You
Jerry Mason
20 Pinecrest ST
Lake Placid. FLA. 33852-8118

AQUA

Service To:
JERRY MASON
20 PINECREST DR
LAKE PLACID, FL 33852
Lot: 0000006 Block:

Account Number
000890636 0633796
LEISURE LAKES

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 29, 2007	**$ 169.37**	**June 20, 2007**

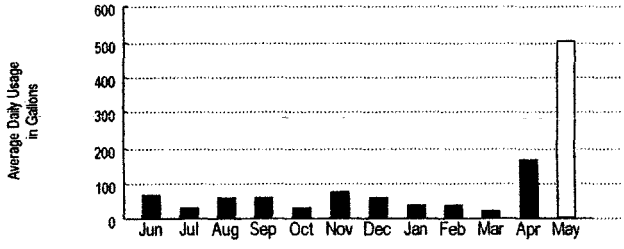
Meter Data

	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	56575253	5/8	05/19/07	9	Estimated	16700	16,000	Gallons
			05/10/07		Actual	700		
Old Meter	98085145	5/8	05/10/07	24	Actual	217800	700	Gallons
*We have exchanged your meter during this billing period.			04/16/07		Actual	217100		
Average Daily Usage = 506 Gallons			Total Days:	33		Total Usage:	16,700	Gallons

Billing Detail

Amount Owed from Last Bill		$ 0.00
Total Payments Received		0.00
Balance		**0.00**
Water Base Facility Charge	10.67	
16,700 gallons @ $0.00645 per gallon	107.72	
Current Water Charges		118.39
Sewer Base Facility Charge	23.02	
6,000 gallons @ $0.00466 per gallon	27.96	
Next 10,700 gallons @ $0.00 per gallon	0.00	
Current Sewer Charges		50.98
Amount Due 06/20/07		**$ 169.37**

Water Usage History



Read Types: ■ Actual □ Estimated ▩ Customer

MON 400 PM

CALLED 6/11/07

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

WED 1-877-987-2782

1336403

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6280064

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
JERRY MASON
20 PINECREST DR
LAKE PLACID, FL 33852
Lot: 0000006 Block:

Account Number
000890636 0633796

Amount Withdrawn
$ 169.37

Withdrawn On or After
June 20, 2007

Do Not Pay
Your bill will be paid through ZipCheck Automatic Payment Program.

000809

Seq=471 Cyc=33HD 1up=335900

AUTOSCH 5-DIGIT 33852 C 2 P 4
JERRY MASON
20 PINECREST ST
LAKE PLACID FL 33852-8118

6/11/07
MON - 000109 000160
WED - 000110 - THUR. 6/21/07 NOON
6/13/07
00089063606337960000000169374
MON - 6/25/07 (000198)

AQUA

Service To:
JERRY MASON
20 PINECREST DR
LAKE PLACID, FL 33852
Lot: 0000006 Block:

Account Number
000890636 0633796
LEISURE LAKES

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 01, 2007	**$ 67.86**	**May 23, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
98085145	5/8	04/16/07	28	Actual	217100	4,800	Gallons
		03/19/07		Actual	212300		

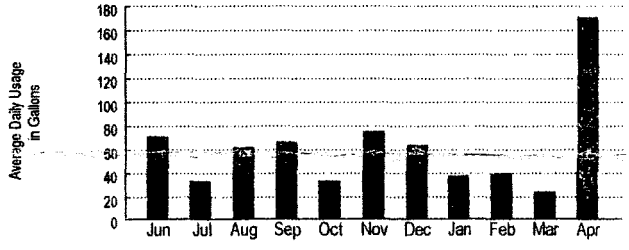
Average Daily Usage = 171 Gallons Total Days: 28 Total Usage: 4,800 Gallons

Billing Detail

Amount Owed from Last Bill	$ 30.11
Total Payments Received	30.11
Balance	**0.00**
Current Water Charges	33.36
Current Sewer Charges	34.50
Amount Due 05/23/07	**$ 67.86**

3200

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

CALLED 9:45 AM WED 5/9/07

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

1336403 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL6280064

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
JERRY MASON
20 PINECREST DR
LAKE PLACID, FL 33852
Lot: 0000006 Block:

Account Number
000890636 0633796

Amount Withdrawn	Withdrawn On or After
$ 67.86	**May 23, 2007**

Do Not Pay
Your bill will be paid through ZipCheck Automatic Payment Program.

Seq=459 Cyc=33HD 1up=329723

AUTOSCH 5-DIGIT 33852 C 2 P 6
JERRY MASON
20 PINECREST ST
LAKE PLACID FL 33852-8118

0008906360633796000000006786 7

AQUA

Service To:
JERRY MASON
20 PINECREST DR
LAKE PLACID, FL 33852
Lot: 0000006 Block:

Account Number
000890636 0633796
LEISURE LAKES

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
March 29, 2007	**$ 30.11**	**April 20, 2007**

Meter Data

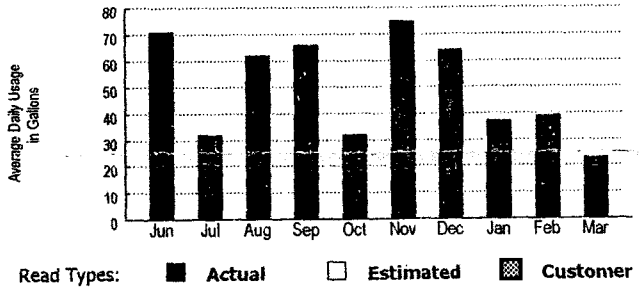
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
98085145	5/8	03/19/07	30	Actual	212300	700	Gallons
		02/17/07		Actual	211600		

Average Daily Usage = 23 Gallons Total Days: 30 Total Usage: 700 Gallons

Billing Detail

Amount Owed from Last Bill		$ 35.03
Total Payments Received		35.03
Balance		**0.00**
Water Base Facility Charge	8.08	
700 gallons @ $0.00489 per gallon	3.42	
Current Water Charges		11.50
Sewer Base Facility Charge	16.30	
700 gallons @ $0.0033 per gallon	2.31	
Current Sewer Charges		18.61
Amount Due 04/20/07		**$ 30.11**

Water Usage History



Message Center

1336403

FL6280064

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, June 28, 2007 3:05 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9779

Please add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, June 27, 2007 3:02 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9779

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Russell Moyer
Telephone: 352-759-2533
Email: Russ2Nanc@aol.com
Address: 55636 Lee Street Astor 32102

BUSINESS INFORMATION

Business Account Name: Russell Moyer
Account Number:
Address: 55636 Lee Street Astor Florida 32102

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Why were customers not notified of the public meetings regarding the price increase for Aqua Utilities? I saw the results of the Oviedo meeting on TV 6/26. After much time consumption this morning, I reached a rep at Aqua Utilities and asked the same question and asked when the next was. She stated to the best of her knowledge it was published and the meetings are over. The next meetings will be in Tallahassee in October. I read the Daytona News Journal and the Orlando Sentinel daily and did not see it. Besides, not everyone can afford a newspaper. Something of this magnitude should require notification to each customer. They send out monthly bills don't they. This thing is being covered up because of the seriousness of the situation. Aqua Utilities made this purchase knowing the equipment was over 40 years old and in a mess. Now they want to have the public pay for their purchase. If I buy a 40 year old house, will you help me pay for the repairs. They made a bad investment and do not want to be responsible. Please let me know of any meetings and I will publicize them ahead of time. Thank you.

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, June 28, 2007 3:03 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities Docket 060368

Attachments: FAX.TIF

Please add fax to 060368

From: Consumer Contact
Sent: Thursday, June 28, 2007 8:27 AM
To: Ruth McHargue
Subject: Aqua Utilities Docket 060368

To CCA

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: , 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

```
-----------------------------------------
  Received On:       6/27/2007 5:00 PM
  Number of Pages:   1
  From (CSID):
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:01:08
  Transfer Speed:    9600

  Received Status:   Success
  Number of Errors:  0
  Port Received On:  RockForceOCTO+ Port 6
-----------------------------------------
```

FAX.TIF (30 KB)

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name Charles E Fredricks
Address 7117 S.W. Archer Rd #2832
Gainesville FL 32608 1-352-373-4728

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

- Please Deny this rate increase it's almost twice as much as Gainesville Regional Utilities (GRU)
- This would drive our household water + sewer bills close to $100/mo
- The water has ruined my ice maker, water heater + dishwasher w/ lime
- You don't want to drink or cook with this sludge so we spend $80.00 a month at Sam's That's $150/mo for water
- Since installation of new remote meters by Aqua my daily consumption has increased
- Their customer service is rude and ineffective - To add insult to injury -

GRU - lines are only a few feet away. These people need to be in some other line

Fold and tape – see back for address

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUN 28 AM 9:24
COMMISSION CLERK

Name JAMES + MARGARET HUSTON

Address 35029 Zephyr Shores Drive
Zephyrhills FL 33541-2170

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

We are senior citizens residing in Zephyr Shores, living on a fixed income.

Needless to say, we feel this requested increase in water + sewer rates are way out of line.

We buy bottled water to drink as we can't drink from our faucet.

We have invested in a water softener ~~so~~ to help with the build-up of deposits in our water lines.

Aqua doesn't deserve this increase.

James H Huston
Margaret E. Huston

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Fold and tape -- see back for address

Mr. & Mrs. James Huston
35029 Zephyr Shores Dr.
Zephyrhillis, FL 33541

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

32399+0850

Fold Here

DISTRIBUTION CENTER
07 JUN 28 AM 8:12

Tape

Fold Here

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUN 28 AM 9:22
COMMISSION CLERK

Name Johnny Donovo

Address 102 Winchester Ave

Interlachen FL 32148

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

As of March 15, 2007 you increased the base fee from 10.25 to 13.54.

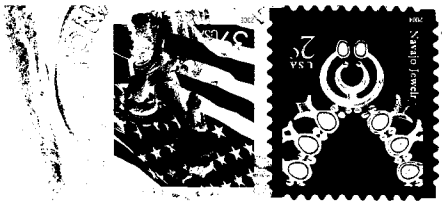
I think this is enough increase of about 33%

I think this is plenty, who do you think you are Big Oil Co.

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape – see back for address

Johnny Donohoe
102 Winchester Ave
Interlachen FL 32148



JAN 28 AM 8:15

CENTER

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

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Tape

Fold Here

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Docket No 060368-W

ORIGINAL

RECEIVED-FPSC
07 JUN 28 AM 9:21
COMMISSION CLERK

Name JENILAE RAINS

Address P.O. BOX 412, SATSUMA FL. 32189
CAMELLIA Dr. HERMITS COVE FL

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I have lived here since 1980 & I have never seen the bill go up so fast as it has this year. I pay the bill for the water, I also had to buy a water conditioner to keep the water from fading my clothes. I also have a Water Distiller to make the water test good enough to Drink.
If they are not doing anything to make the water better, I don't think they need a raise.

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape – see back for address

Jenilae Rains
PO Box 412
Satsuma FL 32189-0412

USA First-Class

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

32399+7019-40 C001

Fold Here

DISTRIBUTION CENTER
07 JUN 28 AM 8:11

Tape

Fold Here

Rate Prior To Filing
9.33 gallonage 4.64

Interim Rates
12.57 gallonage 6.25

Requested Final
34.17 gallona 6.97

060368-WS

6-24-07

FLORIDA PUBLIC SERVICE COMMISSION
KIMBERLY

WE WISH TO BE PUT ON THE MAILING LIST FOR ANYTHING REGARDING AQUA UTILITIES FLORIDA INC.

WE ARE CONCERNED CITIZENS.
THIS CONCERNS DOCKET # 060368-WS.

THANK YOU.

RECEIVED-FPSC
07 JUN 28 AM 9:23
COMMISSION CLERK

Thomas F. Phillips
Sandra J. (Penny) Phillips
28118 Tammi Dr.
Tavares, FL 32778

Dmc
6/25/07
R.V.N.

Robert & Doris Emerson
81 Jasmine St.
Lake Placid Fl 33852

(863) 465 0748

ORIGINAL

Jun 26, 2007

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0850

060368-WS

RECEIVED-FPSC
07 JUN 28 AM 9: 21
COMMISSION CLERK

RE: Requested Rate Increase from Aqua Utilities

As a customer of the above, I would like to protest this current rate increase for the following reasons:

1. Our current invoice reflects an increase they received last April. Result $15.00 Increase

2. We were billed for Sewer Only for over 4 months as our meter was broke. I called Three times & finally a new meter was installed. We are not alone!!! Point being--if Aqua corrected problems such as this, they would not need a rate increase!!!

3. Most meters are so low--impossible to read.

I hope the Commission considers the above when deciding this issue.

Sincerely,

Mrs. Doris M. Emerson

(Mrs.) Doris M. Emerson

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Timolyn Henry ORIGINAL

From: Ruth McHargue
Sent: Wednesday, June 27, 2007 11:35 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 9771

Add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, June 26, 2007 9:33 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 9771

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Stacy Carroll
Telephone: 407-971-3832
Email: bsassy31@aol.com
Address: 807 Grey Heron Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Stacy Carroll
Account Number:
Address: 807 Grey Heron Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
The water bills are completly out of control, ours averages 250-550 for a family of 2 adults and a 4 year old. Nobody at Aqua Utilities can explain the differences from month to month! I can no longer afford to live in this area and have to think about selling my house to have water at a REASONABLE price. Plus will anyone buy this house knowing the facts about the bills and the quality of the water. Im also concerned that the local elementary school lets our children drink the water, no one really knows the effects! Please help our community and let us keep our house!

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Timolyn Henry ORIGINAL

From: Ruth McHargue
Sent: Wednesday, June 27, 2007 11:34 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9763

Add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, June 26, 2007 3:48 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9763

Complaint filed with PSC

Select County: WASHINGTON
CUSTOMER INFORMATION

Name: estelle toback
Telephone: 850 773 2814
Email: estelletoby@wmconnect.com
Address: 1748 Salem Dr Sunny Hills, 32428

BUSINESS INFORMATION

Business Account Name: estelle toback
Account Number: 000889507 0632782
Address: 1748 Salem Dr Sunny Hills, Florida 32428

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
If the present water and sewer rates are increased as drastically as Aqua requests, my husband and I, who are in our 80"s would be forced to seek public assistance. We are very proud of the fact that we have stood on our own feet all these years, but there are limits to what we can do on our limited income.

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Timolyn Henry ORIGINAL

From: Ruth McHargue
Sent: Wednesday, June 27, 2007 11:34 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9762

Please add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, June 26, 2007 3:16 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9762

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Charles Creamer
Telephone: 407-563-3939
Email: cwc11@cfl.rr.com
Address: 517 Sparrow Hawk Cove Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Charles Creamer
Account Number:
Address: 517 Sparrow Hawk Cove Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
If all Floridians are guaranteed fair and competive utility pricing, who on earth approved these rates that we're paying. It seems that even other "private" utility company customers are paying far less than we are. Our neighborhoods are becoming very unattractive to prospective buyers. I am certainly not concerned with how much of a return on investment that Aqua is looking to get. I'm sorry that they're behind on complying with EPA standards, but that was known to them before they took over the utility and should come out of their bottom line. It seems like they're being allowed to recover costs within a year. It's outrageous. What about my bottom line? Our neighborhoods are being forced to sell our homes below surrounding neighborhoods. Why? Because of water/sewer rates. Realtors are "warning" people not to buy here. Who's protecting US? Where are you guys?

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUN 27 AM 8:46
COMMISSION CLERK

Name Richard Lee

Mailing address P.O. Box 2303 Residence 11459 C.R.678
Address

Bushnell,Fl 33513-0119 The Woods = Webster,Fl.

If you want to let the Public Service Commission know how you feel about this case,
you may fill out 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

We have never had a decent water system here in the Woods since I got here ~~December~~ January 1,1990. I have called the water Utilities companys (there have been numerous changes as to owners of this company.) Forget about drinking water. It is not safe to consume the water here. I have been purchasing drinking water at Walmart all these years. You used to pour water out of the spigot and end up the recipient of a glass half full with what looked like crushed stone. They send me reports on the water and I'm sure not going to drink that stuff. The stuff in the water has clogged up my plumbing. I put in my third hot water heater which is still heating my water. But I can't get any hot water. I have to heat my bath water in pots and carry it to the tub. I have had Ro to Rooter out twice to my house and paid $200 each time to have the drainag last a week at a time. I have had to cut back to no showers (all plugged up) one bath a week. I live alone. The sewerage is all backed up. I haven't been abl e to use any kind of sewerage for years, I have had to devise my own way of disposing Waste. The Woods seems to be a place where noone will allow me to exist peacefully and quietly. The only people who get any help are the ones who make the most noise. And now you tell me that this outfit of robbers want to increase my water bill again ? I got a bill May 15,2007 for 84.70. I remind you, I live alone. I called and complained. They had me pay 44.70. But I might see them add the rest on this months bill. 84.70 is preposterous for one months bill and now they want more ?

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape – see back for address

Richard Lee
P.O. Box 2303
Bushnell, FL 33513-0119

STAMP

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

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DISTRIBUTION CENTER
07 JUN 27 AM 8: 18

Tape

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUN 27 AM 8:43
COMMISSION CLERK

Name Ethel F. Cotter

Address 3214 County Rd. 676
Webster, Fl. 33597

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

As a fixed income resident for the last six years in the community, I believe that this ≈ 150% raise in rates as a sign of a lack of confidence in your company's ability to manage our community's needs for water and sewage.

With my water quality below average when delivered to my home, requiring additional filtration, I feel that your ~~cos~~ customer service unsatisfactory.

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape -- see back for address

Ethel F. Cotter
3214 County Road 676
Webster, FL 33597-7356

TAMPA FL 336
25 JUN 07 PM

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

32399+0850

Fold Here

RECEIVED-FPSC
07 JUN 27 AM 8:19

Tape

Fold Here

Ann Cole

060368

From: Ann Cole
Sent: Tuesday, June 26, 2007 4:33 PM
To: Office of the Chairman
Cc: Cheryl Bulecza-Banks; Sandy Simmons; Roberta Bass
Subject: RE: Aqua Utilities rate increase Washington County

Thank you for this information. This will be placed in the correspondence side of the docket file today.

-----Original Message-----
From: Office of the Chairman
Sent: Tuesday, June 26, 2007 10:59 AM
To: Ann Cole
Cc: Cheryl Bulecza-Banks; Sandy Simmons; Roberta Bass
Subject: FW: Aqua Utilities rate increase Washington County

Ann,

Will you please place this in the correspondence side of the docket file (docket 060368-WS).

Thanks,
Carlotta

Carlotta S. Stauffer
Assistant to Chairman Lisa Polak Edgar
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
PH (850) 413-6044
FAX (850) 413-6019
cstauffe@psc.state.fl.us

-----Original Message-----
From: rosiclare@bellsouth.net [mailto:rosiclare@bellsouth.net]
Sent: Monday, June 25, 2007 11:41 AM
To: Office of the Chairman
Subject: Aqua Utilities rate increase Washington County

I am writing this to let you know a lot of Sunny Hills residents retired 25 to 30 years ago. A pension that was good then is poverty level today. Many will not be able to afford a water bill that is raised over 100%. We are praying that you can either roll back the rate increase or at least lower it.

Jimmie and Irene Lewis

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, June 26, 2007 4:15 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9757

add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, June 26, 2007 2:15 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9757

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Donna Swan
Telephone: 407-359-0662
Email: donnaswan@earthlink.net
Address: 825 Grey Heron Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Donna Swan
Account Number:
Address: 825 Grey Heron Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I?m writing to ask for help. Several of the ?New? Communities in Chuluota, Florida are being robbed by our Water Company, Aqua Utilities of Florida. We here in Chuluota are already paying some of the highest rates in the State of Florida and now they want to double, almost triple it. You would expect this to be liquid gold but in fact it?s dangerous!

Right now our Community and many others are paying a base rate of $10.25 for water and $22.01 for sewer. Aqua Utilities has proposed an increase to $27.42 for water and $67.14 for sewer. That is almost tripling the amount that I pay already. Several news stations have reported that Aqua Utilities plan on increasing their base rates to almost 300%. Seminole County will be affected with the highest rate increase.

I?m paying about $150.00, a month for water that I can?t even drink because it is contaminated with a contaminate TTHMs. Every month we are receiving flyers telling us not to drink the water because it?s contaminated. They have failed to meet the guidelines for TTHM?s for over 5 quarters. The latest letter said: "Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys or central nervous system, and may have an increased risk of getting cancer." And they want us to pay more for water now. I also have the added monthly cost of buying bottled water for my family because I do not feel safe letting them drink the water.

I ask for your help on two items (1) that they make our water safe to drink and (2)that we do not get the rate increase for this unsafe water.

Thanks,
Donna Swan

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, June 26, 2007 4:15 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9749

docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, June 26, 2007 12:13 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9749

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Gregory Curran
Telephone: 407-366-0485
Email: gtcurran@earthlink.net
Address: 960 Magnolia Drive Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Gregory Curran
Account Number:
Address: 960 Magnolia Drive Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Rate increase planned for in Chuluota by Aqua Utilities. Water quality not up to EPA standards. I don't want to be known as having the highest cost for water in the US! This is what happens when government doesnt regulate the things they should! A private company buys a lemon, then expects it customers to fund it's repairs? This company should be brought up on charges. Greed, Greed, Greed! We the People, anybody remember this seldom used phrase?

CMP _____
COM _____
CTR _____
ECR _____
GCL _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, June 26, 2007 4:14 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 9745

docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 25, 2007 8:10 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 9745

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Samuel Barlow
Telephone: 407-366-5463
Email: sbarlow809@hotmail.com
Address: 560 E 5TH ST Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Carrie Barlow
Account Number: 000904220 0646729
Address: 560 E 5TH ST Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

RE: Docket No. 060368-WS

Over the past 3 years Aqua Utilities has charged my family approximately from 2 to 3 times the price we were paying at our former address (using Seminole County water) for water and sewer services.

Recently, Aqua Utilities has informed us that our water is contaminated and they have not met the legal requirements for TTHMs, which as I understand can cause pregancy problems (my wife is of childbearing age, so this really concerns us) as well as several long term health problems. Yet when I drive by Aqua Water's facilities there is hardly ever anyone around. My understanding is that after almost 2 years of having these contamination issues they have not even started to correct the problem.

Now Aqua Utilities wants to raise our already very high rates. I can think of no better term for this than 'Price Gouging'. We are already receiving lower quality water, at a much higher price, than other local water utilities provide.

Aqua Utilites has failed to provide safe/clean water to the families living in the Chuluota area at a reasonable rate. I ask the PSC to deny Aqua Utilities this rate increase, order Aqua Utilities to return the money we have been overcharged, and allow another provider to provide water to the Chuluota area.

Sincerely,

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, June 26, 2007 4:14 PM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9748

docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 25, 2007 10:16 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9748

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Sarah Whitman
Telephone: 407-436-8827
Email: sarah.whitman@hewitt.com
Address: 12 East 2nd Street Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Sarah Whitman
Account Number:
Address: 12 East 2nd Street Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Ever since my Husband and I moved into Chuluota in June of 2006, the first thing we noticed was how horrible the water is. It is not clear...opaque like. We have no water pressure and the water smells like chemicals.

Now, to make matters worse, we have been getting notifcations over the last 8 months saying the water quality is getting worse "but the water is still drinkable. Just make sure to boil it first". And to top it over, Aqua Utilites now wants to raise the rates dramtically.

There is a public hearing tomorrow in Oviedo but I am unable to attend. I hope action is taken on this matter as peoples health re at stake.

CMP ____
COM ____
CTR ____
ECR ____
GCL ____
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, June 26, 2007 4:13 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9740

docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 25, 2007 5:09 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9740

Complaint filed with PSC

Select County: WASHINGTON
CUSTOMER INFORMATION

Name: pamela ogborn
Telephone: 850-773-1351
Email: pamosmile@hotmail.com
Address: 3940 linwood drive chipley 32428

BUSINESS INFORMATION

Business Account Name: pamela ogborn
Account Number:
Address: 3940 linwood drive chipley Florida 32428

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I want to register a complaint about the unfair water rate with aqua utilities. My husband and I will not be able to pay these incredible fees.We have a well for irrigation, but we will find a way to use it for the household if aqua utilities does not stop this unfair and tremendous increase. thank you .

CMP _____
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RCA _____
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SGA _____
SEC _____
OTH _____

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, June 26, 2007 4:11 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9728

Please add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 25, 2007 12:50 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9728

Complaint filed with PSC

Select County: WASHINGTON
CUSTOMER INFORMATION

Name: marlene sapp
Telephone: 850-773-8697
Email: bravesballteam1@wmconnect.com
Address: 4142 fairbanks dr. sunnyhills fl 32428

BUSINESS INFORMATION

Business Account Name: marlene sapp
Account Number:
Address: 4142 fairbanks dr. sunnyhills Florida fl 32428

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
im very concerned about the price raising of aqua utilities, we can not afford the raise to 25 cents per gallon. we just have a small 2 bed room home older, and no dish washer 2 people in the home, we can not afford this, is there a way to put a stop on this? the water is not great any way we have little floaties in our drinking water. i showed them and was told it was in our pipes, because they were old. we as well a lot of the older people in here will have to move we pay now over 140.00 a mon. more than a restraunt in town. it's rediculous. please help stop this monopoly on us , somebody please look into this matter.. thank you .. mrs. sapp

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ORIGINAL

CMP ____
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ECR ___|___
GCL ___|___
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, June 26, 2007 4:10 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities Docket # 060368-WS Someone has to care!!!!!

add to docket file 060368

From: Becky Santiago [mailto:bsant1221@bellsouth.net]
Sent: Friday, June 22, 2007 4:54 PM
To: Consumer Contact; info@nancyargenziano.com
Cc: dmerkt@seminolecountfl.gov; posey.bill.web@flsenate.gov; lee.tom.web@flsenate.gov; allen.bense@myfloridahouse.gov; Tom.Feeney@FL24.us.house.gov
Subject: Aqua Utilities Docket # 060368-WS Someone has to care!!!!!

FPSC, (Docket Number: 060368-WS)
I am absolutely disgusted with Aqua Utilities and the Florida Public Service Commission for allowing Aqua Utilities to initially charge such high prices and then the FPSC granted Aqua extreme interim rates and possibly new proposed higher rates in October. Did the FPSC do any research before allowing these extreme rates? Does the FPSC care that we already pay extremely high rates for their contaminated water?

THIS AREA HAS GROWN TREMENDOUSLY AND AQUA UTILITIES HAS BEEN CHARGING THESE INCREDIBLY HIGH AND UNFAIR RATES SINCE DAY ONE! AQUA UTILITIES SHOULD HAVE KEPT UP WITH THE GROWTH AND MANAGED THEIR MONEY BETTER SO THE HARD WORKING FAMILIES ARE NOT FORCED TO PAY FOR THE NEEDED REPAIRS AND EXPANSION!

They bought the company knowing there were problems already. Why didn't Aqua fix the problems then. I guess they were just waiting for the community to grow so we could pick up the tab. This is a great money making business for them.

HAVEN'T WE PAID ENOUGH ALREADY?!? WE DREAD OPENING THE MONTHLY BILL. PLEASE COMPARE THE PRICES OF SURROUNDING UTILITY COMPANY RATES. FOR EXAMPLE, OUR IMMEDIATE NEIGHBORS IN "OLD" CHULUOTA ARE PAYING APPROXIMATELY $50.00 A MONTH FOR THEIR WATER AND SEWER. PREVIOUSLY OUR AVERAGE BILL FOR A FAMILY OF 5 USING 19,000 GALLONS OF WATER WAS APPROXIMATELY $160.00 (WHICH IS ALREADY AN INJUSTICE.) NOW WITH THE INTERIM RATE INCREASE, USING 19,000 GALLONS OF WATER OUR BILL JUST WENT UP ANOTHER $53.00 A MONTH. WE PAID 198.00 FOR WATER.

However, I don't believe we used that much water. Our average has always been between 4,000-9,000 gallons per month. In January we used 8,300 gallons, February we used 4,000 gallons, March we used 7,700 gallons, April we used 19,300 gallons, May we used 24,200 gallons, and in June we supposedly used 25,800 gallons of water. We sure did increase our water usage. There is no way that we used that much water! We do not own a pool, we bought a front loading washing machine 2 years ago, we have water saving devices on all shower heads and faucets. I don't let my children play with the hose or water games outside like we use to in Orange County.

Our 3 children take a bath together to save water. My husband hardly sprinkles the lawn, "Think Two" when it comes to watering your yard. We can't even afford to do that! OUR LAST BILL OF $250.73 IS ALMOST A CAR PAYMENT FOR US! We don't even spend that much on groceries every 2 weeks. Also, our next door neighbor's June bill was also for 25,800 gallons for $250.73. We share the same meter box. WOW, what a coincidence!!!!! I have also never seen a meter person and our meter is covered with dirt like all meters since it is underground and the dirt never moves. How are they reading our meter then?

THIS IS INSANE! WE HAVE TO TELL OUR CHILDREN THAT THEY ARE NOT ALLOWED TO PLAY IN THE SPRINKLERS, THE HOSE, OR EVEN FILL UP THE BABY POOL. WE JUST CAN'T AFFORD TOO. WE DON'T WANT TO EVEN THINK HOW MUCH OUR WATER BILLS WILL BE OVER THE NEXT 4-5 MONTHS. WHAT'S EVEN MORE INSANE IS THAT IF WE ABSOLUTELY USE NO WATER AT ALL WE STILL WILL GET A BILL FOR $94.56 JUST TO BE CONNECTED TO AQUA UTILITIES. THEN AFTER THE SUMMER, WE HAVE TO FIGHT A PROPOSED RIDICULOUS PRICE INCREASE! WHO SHOULD LIVE LIKE THIS? WE ARE NOT RICH OR WOULD EVEN BE CONSIDERED A WEALTHY FAMILY. WE LIVE ON ONE POLICE OFFICER'S SALARY. WE BARELY MAKE IT NOW AND NOW AQUA UTILITIES WANTS MORE MONEY! WE CANNOT BELIEVE THAT THE FLORIDA PUBLIC SERVICE COMMISSION APPROVED THE INTERIM RATES. WE CAN'T BELIEVE THAT AQUA UTILITIES WAS EVER APPROVED TO CHARGE SUCH HIGH RATES FROM THE GET GO! WHY DID THE FPSC APPROVE THESE INCREDIBLY HIGH RATES INITIALLY? IF FPSC APPROVED THE INTERIM RATES, WHAT IS GOING TO HAPPEN TO THIS COMMUNITY IN OCTOBER? DOES THE FPSC NOT CARE ABOUT THE AVERAGE HARD WORKING FAMILIES? IT CERTAINLY SEEMS THAT THE FPSC IS AGAINST US!

THIS IS NOT ONE UTILITY COMPANY STRUGGLING TO SURVIVE. AQUA UTILITIES HAS MULTIPLE UTILITY COMPANIES IN 14 STATES. AS OF May 2, 2007 AQUA AMERICA, INC. *REPORTED INCREASES IN REVENUE AND NET INCOME* FOR THE QUARTER ENDING MARCH 31, 2007 COMPARED TO THE SAME PERIOD IN 2006! OPERATING REVENUE WAS UP 16.4 PERCENT TO $137.3 MILLION, FROM $16.6 MILLION IN THE SAME PERIOD IN 2006. THIS IS NOT A STARVING COMPANY. THIS IS A GREEDY COMPANY THAT WANTS THE COMMUNITY TO FOOT THE BILL FOR THEIR RESPONSIBILITIES. OUR RATES MUST BE DECREASED TO NORMAL RATES!

THIS IS AN OUTRAGE AND A TRAVESTY! WE WERE ALSO TOLD WHEN PURCHASING IN THIS AREA THAT AS MORE HOMES WERE BUILT AND OCCUPIED THAT THE WATER BILL WOULD GO DOWN. THIS IS AN INJUSTICE AND ABUSE FOR THE AVERAGE HARD WORKING FAMILY! IT IS INSULTING THAT SUCH BLATANT ABUSE IS BEING TOLERATED BY GOVERNMENT OFFICIALS. AS YOUR CONSTITUENTS PLEASE MAKE AQUA UTILITIES LOWER THEIR RATES SO OUR RATES ARE COMPARABLE TO SURROUNDING AREAS, LIKE ORANGE COUNTY UTILITIES. PLEASE HELP HARD WORKING FAMILIES MAKE ENDS MEET! PLEASE PUT YOURSELF IN OUR SHOES. DO YOU OR WOULD YOU WANT TO PAY THESE PRICES FOR YOUR WATER?

Please review the following rates for Aqua Utilities VS. Orange County Utilities. It is so unfair!

*AQUA UTILITIES WATER BILL FOR APRIL 2007 **19,000 GALLONS**

WATER

$10.25 Base charge (INTERIM RATE: $13.54, PROPOSED RATE: $27.42)
$3.89 per 1000 gallons (INTERIM RATE: $5.13) 19,000 gallons x $3.89 = $73.91 + $10.25 (base charge) = $**84.16**

SEWER

$22.01 Base charge (INTERIM RATE: $31.08, PROPOSED RATE $67.14)
$8.01 per 1000 gallons (INTERIM RATE: $11.32) 6000 gallons x $8.01= $48.06 + $22.01 (base charge) = $**70.07**

***AQUA UTILITIES* BILL FOR 19,000 GALLONS= $155.40** **(BEFORE ANY RATE INCREASES)**

***ORANGE COUNTY UTILITIES* COMPARISON BILL FOR SAME USAGE OF 19,000 GALLONS (EFFECTIVE OCTOBER 1, 2006)**

WATER

$5.80 Base charge
0-3,000 gallons $.95 = $2.85
4,000-10,000 gallons $1.27 = 7.62
11,000-20,000 gallons $2.52 = 20.16 TOTAL FOR 19,000 GALLONS= **$36.43**

SEWER

$13.96 Base Charge
$3.17 per 1,000 gallons = 6,000 gallons x $3.17= $19.02 + $13.96 (base charge) = **$32.98**

ORANGE COUNTY UTILITIES BILL FOR 19,000 GALLONS= $69.41

THIS IS A DIFFERENCE OF $85.99 FOR THE EXACT SAME AMOUNT OF WATER AND SEWER USAGE. (WITHOUT TAXES)

AQUA UTILITIES ALSO HAS CONTAMINATED WATER AND NO FLUORIDE.

We strongly urge that FPSC seriously reconsider the prices that FPSC has granted to Aqua Utilities and make them charge the same rates as other utility companies and to "clean" up the water at their own cost just as other companies do. If Aqua doesn't want to "foot" the bill then we urge them to sell the utility company to Seminole County!

THANK YOU,
LIONEL AND BECKY SANTIAGO
222 VELVETEEN PLACE
CHULUOTA, FLORIDA 32766
bsant1221@bellsouth.net

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, June 26, 2007 3:26 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9728

Please add to docket number 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 25, 2007 12:50 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9728

Complaint filed with PSC

Select County: WASHINGTON
CUSTOMER INFORMATION

Name: marlene sapp
Telephone: 850-773-8697
Email: bravesballteam1@wmconnect.com
Address: 4142 fairbanks dr. sunnyhills fl 32428

BUSINESS INFORMATION

Business Account Name: marlene sapp
Account Number:
Address: 4142 fairbanks dr. sunnyhills Florida fl 32428

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
im very concerned about the price raising of aqua utilities, we can not afford the raise to 25 cents per gallon. we just have a small 2 bed room home older, and no dish washer 2 people in the home, we can not afford this, is there a way to put a stop on this? the water is not great any way we have little floaties in our drinking water. i showed them and was told it was in our pipes, because they were old. we as well a lot of the older people in here will have to move we pay now over 140.00 a mon. more than a restraunt in town. it's rediculous. please help stop this monopoly on us , somebody please look into this matter.. thank you .. mrs. sapp

CMP ____
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ECR 1
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RCA ____
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OTH ____

RECEIVED

6 20-07

To whom may I concern,
this to tell you that I
Recived a Leter sand that my
water bill is going to increse
I paid 48.00 or more every months
I dont Take bath maybe one a week,
I have not working for 5 years
becouse my sicknes I have pain
every bons in my body.
I don't have Health Ins.
I dont have house Ins.
I dont have center air for summer
I don have heat for winter
I dont have money coming in
for mi.
I don't Take anything from the
goverment. not help - only
from The churches.
Please donot increase I beg
you. I worked very hard two
Jobs to buy this house.
I don't want to sell just
becouse the water.
Today is a meeting.
I can't go becouse pain
in my bons.

Identifiy Number is

060368 - WS

Assingoved, for this
Proceeding

I give my Vote to the
Vey governor criss so
he cant help - us -

thank you Vey much.

ORIGINAL

Docket_060368_WS

RECEIVED-EPSC
07 JUN 26 PM 1:06
COMMISSION
CLERK

CMP COM CTR ECR GCL OPC RCA SCR SGA SEC OTH

Mola DAS,
10605 AZ Alea DR
PORTRichy
FL-34668

TAMPA FL 336

23 JUN 07 PM 1 T

USA First-Class

Public Service Commision
2540 Shumard Oak Blbard
Tallahassee, FL. 32399-0850.

(060368-WS) assigned to
this proceeding

32399+7019

Josephine Thoms
3255 County Road 675
Webster, FL 33597-7607

ORIGINAL

DISTRIBUTION CENTER
07 JUN 26 AM 7:55

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

060368-WS

June 21, 2007

To Whom It May Concern:

This letter is in regard to the rate increase for my water and sewer service provided by the Aqua Utilities Florida, Inc. The Docket Number is 060368-WS for this comment.

I realized a water and sewer increase was going to take place, but tripling the cost of water from 9.29 cents a gallon to 29.96 cents a gallon and doubling the cost of sewer is too extravagant an increase. Upon calling the Aqua Utility company they informed me that this was just an interim increase, with the final increase being in October. I am formally protesting this increase in the form of a letter because I am currently staying with my daughter for the summer months. I can be reached at 814-756-3098. My summer address is 252 East Pearl Street, Albion, PA 16401. Please contact me at this phone number and address so I can continue to formally protest this increase. I, along with many Florida residents, am on a fixed income and with an increase of this magnitude can see how the Aqua Utility company can help to decrease the Florida population.

CMP ____
COM ____
CTR ____
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GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Points I would like to address:

1. Tripling of water rates
2. Doubling of sewer rates
3. Notices (2 or 3 times a years) to boil water and not to drink the water
4. Fixed income
5. Can purchase water at the store for 35 cents a gallon

Please contact me at the above PA address during the summer and at my FL address starting in October. If I can be of any assistance in this situation, then please contact me as soon as possible.

Sincerely,

Josephine Thoms

Josephine Thoms

RECEIVED-FPSC
07 JUN 26 PM 4:48
COMMISSION CLERK

Identifiy Number is

060368_WS

Assingned for this
Proceeding

I give my Vote to the
Vey governor criss so
he cant help. us.

Thank you Vey much.

ORIGINAL

Docket 060368_WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

RECEIVED-FPSC
07 JUN 26 PM 1:06
COMMISSION
CLERK

CMP COM CTR ECR GCL OPC RCA SCR SGA SEC OTH

RECEIVED
JUN 25 2007
Florida Public Service Commission
Division of RCA

6 20-07

To whom may I concern
this to tell you that I
recived a Leter sand that my
water bill is going to increse
I paid 48.00 or mor every months
I dont Take bath maybe one a week
I have not working for 5 years
becouse my sicknes. I have pain
every bons in my body.
I don't have Health Ins.
I dont have house Ins.
I dont have center air for summer
I don have heat for winter
I dont have money coming in
for mi.
I dont Take anything from the
government. not help. only
from The churches.
Please donot increase I beg
you. I worked very hard Two
Jobs to buy this house
I don't want to sell just
becouse the water.
Today is a meeting.
I can't go becouse pain
in my bons.

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

Name Arnold / Evelyn Rice

Address 35135 Ada Ave

Zephyrhills Fl 33541

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

RECEIVED-FPSC
07 JUN 25 AM 9:24
COMMISSION CLERK

CONSUMER COMMENTS

We are against the raise in our water bill. our bill in this park is already $150.00 or more per month. our Soc Security does not go up to make up for this + with the price of gas etc (milk coffee dairy products) we are getting poorer + poorer all the time. Please look into this water bill problem for us.

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Fold and tape – see back for address

Arnold & Evelyn Rice
35135 Ada Ave.
Zephyrhills, FL 33541

TAMPA FL 330
21 JUN 07 PM 5 L

USA First-Class

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

32399-0850

Fold Here

DISTRIBUTION CENTER
07 JUN 25 AM 8:07

Tape

Fold Here

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

ORIGINAL

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUN 25 AM 9:23
COMMISSION CLERK

Name Mrs. Isabel Ravilla

Address 4637 Clarice Ave.

Zephyrhills, Fl. 33541

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

The water has that stays in the toilet has sediment, that requires daily clorox cleaning.

My water bill is very high for what little I use it. I am the only one and it is just as high as when my husband was alive.

I am against any increase.

Mrs. Vernon Ravilla
6/21/07

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Fold and tape -- see back for address

ISABEL N RAVILLE
4637 CLARICE AVE.
ZEPHYRHILLS, FL 33541

TAMPA FL 335
21 JUN 07 PM 5 L

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

32399+0850

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DISTRIBUTION CENTER
07 JUN 25 AM 8:07

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC
07 JUN 25 AM 9:22
COMMISSION CLERK

Name 1. Ruth D. Keller

Address 404 Lake Josephine Shores Rd
Sebring, FL 33875

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Anyone knows when asking for a 200% increase in water rates That The company is laying the foolish customer will Then be satisfied if only a 100% increase is granted.

Are you That foolish?

R D Keller

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Fold and tape -- see back for address

LAKELAND FL 338

21 JUN 2007 PM 1 T

Ruth D. Keller
404 Lake Josephine Shores R
Sebring, FL 33875

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

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07 JUN 25 AM 8:08

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUN 25 AM 9:22
COMMISSION CLERK

Name Kenneth E. Roe

Address 4547 Madison Ave
Zephyrhills Fl.

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

No increase I'm on Social Security
I use Water from a Rain Barrow
to wash my cloth, and for
any other Watering. I use less
than 300 gals. a month. But they charge
the full Rate,
I Read the Meter every month,
because I don't trust them.

Kenneth E. Roe

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

32399-0850 C001

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07 JUL 25 AM 8:07

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DISTRIBUTION CENTER
07 JUN 27 AM 8: 17

June 24, 2007

Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

ORIGINAL

Good Day,

I am writing in regards to the petition by Aqua Utilities Florida, Docket no. 060368-WS. I understand that Aqua Utilities is trying to justify rate increases due to the need for an increase in wastewater treatment capacity as required by the Florida Department of Environmental Protection and that they also need to replace deteriorating pipes and upgrade systems to increase water quality. My question is this. Why do the current rates, which are already outrageous, need to be increased to levels that would be downright obscene? Let me put this in perspective. My sister lives two miles away in a community called "The Sanctuary" and gets water and sewage from the city of Oveido and pays around $90 a month for both. I currently pay around $200 a month and she's got a bigger house and lot. The rate increases being proposed would raise my water and sewage to around **$240-250 a month**. For water and sewage? The investment in the infrastructure and upgrades to the water filtration and maintenance of deteriorating pipes are normal operating costs of any water and sewage company. **Our community already pays what is reported as the highest rates in the southeastern United States**. And for this we get notices of poor water quality which are not up to U.S. EPA standards. My sister who pays $90 a month has no such issues. My point is this, why am I allowed to be abused by a water company which clearly has no ability to manage its assets and resources. If the company is managed poorly and can't get things in order with the already outrageous rates they are provided then they need to breakeven or take a loss. I ask you to deny the rate increases suggested by Aqua Utilities and to protect the consumer who can't believe this is actually happening in the United States.

Thank You,

Wayne Calvo
Trails Section 2A
207 Velveteen Place
Chuluata, FL 32766
954-873-6946

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07 JUN 27 AM 8: 44
COMMISSION CLERK

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUN 25 AM 9:21
COMMISSION CLERK

Name Gerald Agle

Address 4613 Six Mile Rd.

Zephyrhills, Fl. 33541

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

We are against water rate increase. Our children live in Silver Oaks, 4 people in the home and they pay about ½ the amount we pay. Plus they water their lawn and add to their pool, all the extra laundry and extra showers with teenagers. Our rate is unreasonable.

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Fold and tape -- see back for address

Gerald Agle
4613 Six Mile Pond Rd.
Zephyrhills, Fl. 33541

JUN 07 PM 1

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

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DISTRIBUTION CENTER
07 JUN 25 AM 8:08

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUN 25 AM 9:21
COMMISSION CLERK

Name James E. Fleming

Address 4607 6mi Pond Rd.
Zephyerhills, Fl. 33541

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I oppose of the water Rate increase - The water has sand and a bad taste - you have to buy bottle water to drink.

I am also on a fixed income and can't afford an increased -

I live in Zephyr Shores Estates.

June 21, 2007
Katie Fleming
James E. Fleming

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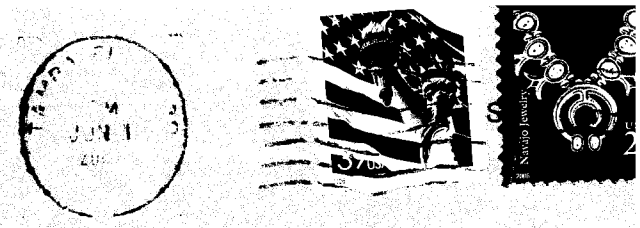
Fold and tape -- see back for address

James E. Fleming
2607 6mi. Pd. Rd.
Zepherhills, Fl.
33541



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

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

ORIGINAL

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUN 25 AM 9:20
COMMISSION CLERK

Name Elizabeth Krone

Address 4542 MADISON

Zephyrhills Fl. 33541 Zephyr Shores Estates

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I sure resent any rate increase. We cannot drink the water you provide us with have to purchase all our water for human consumption. Draw a glass of it up let it set over night and you can see everything in it don't think a dog would even drink it.

You need to clean up your act before you ask for more money. How can you be so greedy?

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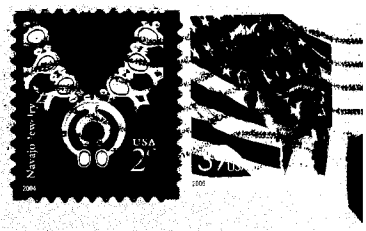
Elizabeth Krane
4542 MADISON
Zephyrhills - Fl 33541

TAMPA FL 336

21 JUN 07 PM 5 L



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

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07 JUN 25 AM 8:05

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUN 25 AM 9:20
COMMISSION CLERK

Name Doris Cooper

Address 35209 Ada Ave
Zephyrhill, Fl 33541

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

opposed to the increase in rates
Retired and Can't afford any increase -
I'm in my late 70's Cannot
afford any extra expense on my
SS income

June 21, 2007
Doris Cooper
Zephyr Shores Estate
Zephyrhills Fl 33541

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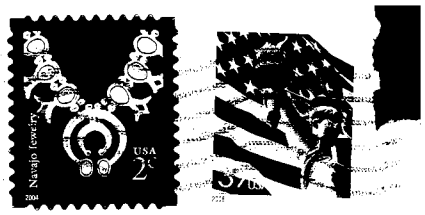
Doris Cooper
35209 Leda Ave
Zephyrhills, Fl 33541

TAMPA FL 335

21 JUN 07 PM 6 L



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

07 JUN 25 AM 8:05

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

Name Geraldine P. White

Address 4619 Six Mile Pond Rd

Zephyrhills, Fl. 33541

RECEIVED-FPSC
07 JUN 25 AM 9:16
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

leaves stain in the john.
I live alone and my bill this
month 6-07 ~~was~~ is $[illegible]
I am on a fixed income and realy
cannot afford an increase in the
water bill. I am 86 yrs old and
plan on getting older each year
I wash clothes once every other week
Turn off the water in the shower as I soap
my self all over
I was gone from 6-5-07 to 6-19-07
[illegible] was $33.71
Would the reader make some kind
of noise so I'll know he is here?
Sincerely,
Geraldine P. White
6-21-07 Geraldine P. White

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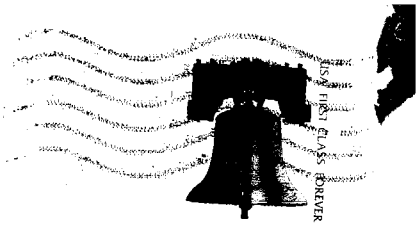
Geraldine P. White
4619 Six Mile Pond Rd.
Zephyrhills, FL 33541

TAMPA FL 335

23 JUN 07 PM 7 L



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

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ORIGINAL

RECEIVED-FPSC
07 JUN 25 AM 9:16
COMMISSION CLERK

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Re: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.
The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely

Ivo and Jeanelle Aebert
522 Bingadon Circle
Leesburg FL 34788

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060368-WS ORIGINAL

Your Comments Are Needed On A Proposed *Very Large Increase* In Our Water Bills In Palm Shores

RECEIVED-FPSC
07 JUN 25 AM 9:
COMMISSION
CLERK

Dear Neighbor:

In recent years, our water bills in Palm Shores have been fairly reasonable. In 2006, we paid a monthly base facility charge of $10.25, and a monthly gallonage charge of $3.89 per 1000 gallons. Thus a family which used 4000 gallons in a month was charged **$25.81** for that month ($10.25 plus $3.89 x 4 = $25.81).

This past December, Aqua Utilities Florida (the owner of the water system in Palm Shores) filed an application with the Public Service Commission for a **very large increase** in these rates. It is asking the commission to approve a monthly base facility charge of $34.17, and a monthly gallonage charge of $6.97 per 1000 gallons (and $8.71 per 1000 gallons for gallonage over 6000 gallons per month). If this is approved, a family which used 4000 gallons of water in a month would be charged **$62.05** for that month ($34.17 plus $6.97 x 4 = $62.05).

The Public Service Commission will study this request throughout 2007, and is expected to make its decision on the new rates on January 24, 2008. The commission has asked customers of Aqua Utilities Florida to make comments about the proposed rate increases, and says that these comments will be considered in determining the final rates. Thus, **your comments can have an influence on the rates we will be charged in 2008 and thereafter.** Please use the attached "Consumer Comments" sheet to let the commission know about your feelings on this matter.

Please Note: The Commission has already granted an *interim rate increase* on March 15, 2007, which will be in effect throughout 2007 while it takes comments on what the final rate increase should be. This *interim rate* is a monthly base facility charge of $13.54 and a monthly gallonage charge of $5.13 per 1000 gallons. Thus a family which used 4000 gallons of water in a month will be charged $34.06 for that month during the interim rate period of 2007 ($13.54 plus $5.13 x 4).

Rates for 2008 will be based on the Public Service Commission's decision, which is expected to be made on January 24, 2008. **Please use the attached form to make your comments to the Commission.**

Your neighbor,

Colin Neal

Colin Neal - 684-3622

Please call me if you want to see the Commission's Special Report on this matter, or need a toll-free number to call the Commission for further information.

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name Peggy F. Staggers

Address 102 Poppy Dr (Palm Shores)
Interlachen FL 32148.

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I'm a retiree like most of my neighbors. I can't afford the high price of God given water.
I moved here in "92" water was only 5.23 a month. In 15 yrs. it has gone up 200%. That's not fair, when you have measure your shower water & other uses of water. The water bill is too high.

You're afraid to have company visit because you don't want to tell them you can't shower every day. You can't flush the toilet after every use. This raise is not fair.
You will force people to use wells.

Fold and tape – see back for address

Peggy F. Staggers
102 Poppy Dr.
Interlachen, FL 32148

DAYTONA BEAC
FL 321 2
02 JUN 2007

USA FIRST-CLASS

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

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07 JUN 25 AM 8:26

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ORIGINAL

Timolyn Henry

From: Consumer Contact
Sent: Friday, June 22, 2007 3:00 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9694

Please add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, June 22, 2007 4:47 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9694

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: kevin croteau
Telephone: 4079777419
Email:
Address: 420 osprey lakes circle chuluota 32766

BUSINESS INFORMATION

Business Account Name: kevin croteau
Account Number:
Address: 420 osprey lakes circle chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
the odor from the water smells like a sewer the customer service has been incoherent with complaints and they lack to inform there stock holders about the upcoming venues in the chuluota water crisis

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Docket #060368-WS

371 W Main St.
Carlisle, KY 40311

June 19 2007

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07 JUN 22 AM 7:53
DOCUMENT CONTROL CENTER

Dir., Div. of Commission Clerk
Fl. Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0870

RECEIVED-FPSC
07 JUN 22 AM 10:06
COMMISSION CLERK

To Whom This May Concern:

In regard to the increase in the water and sewer rates, I feel this increase to be unreasonably high. I know many times, I've heard people comment that people have plenty of money when they can buy something or live in Fl. quite the contrary, we struggle (baby boomers) trying to hang on to property in Fl. in hopes to retire in later years. Also, I feel it certainly puts a strain on retired folks, already there in Fl. I'm hoping and praying that when the final decision is made that the increase isn't as steep as proposed. Thank You

Sincerely Yours,

Jerlyn Clark

DISTRIBUTION CENTER

07 JUN 22 AM 7:55

19 June 2007
2924 Porto Bello Ave
Leesburg, Fl 34748

Director of Division of Commission Clerk and Administration
FLA. P.S.C.
2540 Shumard Oak Blvd.
Tallahassee, Fl 32399

RECEIVED-FPSC
07 JUN 22 AM 10:04
COMMISSION CLERK

To Whom it My Concern,

I am rewriting this letter since I received my new bill with a new rate increase. Are they still requesting and additional rate increase?

We are writing this letter protesting the requested price increase by Aqua Utilities. We live in an area where we have no other choice but to use Aqua Utilities. We just had a huge increase about 2 years ago for base water charge from $12.63 to $ 43.72now to $60.67. Our water usage charge from $3.88/Gal to $5.12/Gal. Our Sewer base charge rose from $6.73 to $24.95 now to $34.46 and our sewer usage charge rose from $7.57/Gal to $10.69. Our monthly fee without any usage at all is $94.91/month and $1138.92/year. This is the amount we have to pay with out using ANYTHING. This price is too expensive and the request for this price increase has to be denied. Already, Aqua Utilities has the highest rates in the state of Florida, and they still want higher rates.

About 6 months ago, our water had so much chlorine that we had to call them and they had to fix the problem and told us to flush our lines. Did they give us credit for our water that was wasted and the sewer usage which is charge per water usage? NO!!! Then we find out via the newspaper ,Orlando Sentinel, that our water does not meet federal standards. It is high in trihalomethanes, which they neglected to inform us. We have high prices for poor water.

The decision for approving the rate increase should be base on the criteria - product quality, facilities maintenance, and customer service, which we have none of the above.

Sincerely,

Rudy and Peggy Gerritsen

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6-21-07

060368-WS

Florida Public Service Comm.

I am writing today to ask you to please deny the request from Aqua Utilities to raise their rates.

They have raised their rates recently and our water is getting very costly already.

Please deny the request.

Thank you.

Shirley Slotten
Covered Bridge
104 Edgwater Dr. S.
Lake Placid, FL 33852

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RECEIVED-FPSC
07 JUN 22 AM 10: 03
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CLERK

060368-WS

6-21-07

Gentleman -

Please deny the rate increase request from Aqua Utilities. Our water bill last month was $83.00 for 2 people, with no lawn irrigation. We need relief from these dramatic increases.

Please Deny - Thank You

Donald A. Sutten
Covered Bridge
104 Edgewater Dr.
Lake Placid FL. 33852

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

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RECEIVED-FPSC
07 JUN 22 AM 10:03
COMMISSION CLERK

060368-WS 6-21-07

Florida Public Service Comm.

I am writing today to ask you to please deny the request from Aqua Utilities to raise their rates.

They have raised their rates recently and our water is getting very costly already.

Please deny the request.

Thank you.

Shirley Slotten
Covered Bridge
104 Edgwater Dr. S.
Lake Placid, FL 33852

CMP ____
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FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: ____

RECEIVED-FPSC
07 JUN 22 AM 10:03
COMMISSION CLERK

Docket No: 060368-WS

ORIGINAL

June 14, 2007

Dear Sirs;

we are residents in the 55+ zephyr Shores Estates Park on Rt 54 in zephyrhills Fla. Our present water bill is about all we can handle. To raise the price of water any further would be disastrous. We have to make decisions at the present time whether its food or pay bills. Please consider our situation.

we are senior citizens on a fixed income and fall on hard times trying to make ends meet.

Please help us stay afloat and do not raise our water bills, which we just can not afford. The gas situation is bad enough. Do not try to compete with those ?????

Thanks so much,
Romayne Koerner
George H. Koerner

4619 Windy Lane
zephyrhills, Fla. 33541

CMP
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GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

George / Romayne Koerner
4619 windy Lane
zephyrhills, FLA. 33541

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07 JUN 21 AM 9:47
COMMISSION CLERK

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

L.F. Hines June 13, 2007 ORIGINAL

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07 JUN 18 AM 8:26
COMMISSION CLERK

RE AQUA RATE INCREASE
DOCKET # 060368-WS

Dear Fl. Public Service Commission members:

Thank you for your letter and information. It is good to know you are hearing us.

I had intended to present this complaint at the hearing in Lakeland today but I could not attend.

Two days after I mailed my last letter I got my bill for May. It was a shocker. $170.96 for 29 days. 9,800 gal. of water for an avg. daily usage of 337 gals. I went back to Dec. 1, 2006 when AQUA started billing me and averaged my bills as follows: 6 bills

$30.51

gals. 4,166

Avg daily use 139 gal.

There is no way that I used 9,800 gals. of water in 29 days. I called AQUA and complained. They told me to check my toilets for leaks and to read meter after all use at night and again before use in the morning. I did this and the meter did not change over night. I paid this bill and sent a note saying I was paying under protest and bill should be adjusted. I have not heard from them. They sent a person to check my meter but he did not contact me. There are only two of us and we only use water

CMP ____
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OTH ____

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

For normal houshold uses. We do not use their water for irrigation.

To the best of my knoledge there have not been any major repairs since I have been living here. I do not think that we should pay for maintaining their system.

I don't know how they treat this water with clorine but sometimes it is so strong you can't drink it and at other times you can't tell there is any in it.

We have had a few notices to boil water. Once we got the notice the day after we were told to boil the water.

As I stated before, if they get the increase they are asking for it will really put a burden on our budget. I sincerely hope that you will deny this increase or at least keep it as low as possible.

Thanks
Sincerely:
L. J. Hines

I am enclosing 2 copies of bills from Dec. 06 where they goofed and a copy of the bill for May, 07

AQUA

Pd. 12/28/06 ck.no.

Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 063378
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due c

Bill Date	Total Amount Due	Due Date
December 21, 2006	**$ 26.24**	**January 12, 2007**

Meter Data

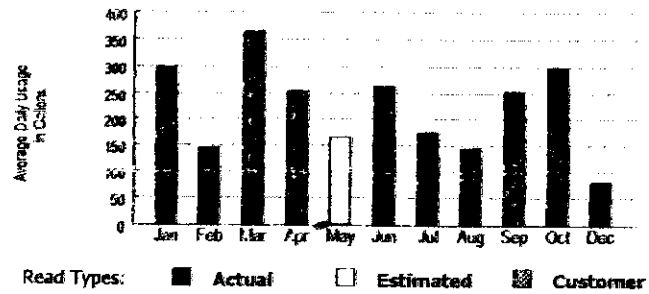
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Unit
97426180	5/8	12/14/06	50	Actual	381200	4,200	Gal
		10/25/06		Actual	377000		

Average Daily Usage = 84 Gallons Total Days: 50 Total Usage: 4,200 Gal

Billing Detail

Amount Owed from Last Bill	$ 25.96	
Total Payments Received	25.96	
Balance	**0.00**	
Adjustments	25.96	Credit
Water Base Facility Charge	18.97	
4,200 gallons @ $0.00095 per gallon	3.98	
Current Water Charges	22.95	
Sewer Base Facility Charge	25.85	
4,200 gallons @ $0.00667 per gallon	1.10	
Current Sewer Charges	26.95	
Utility Tax	2.30	
Amount Due 01/12/07	**$ 26.24**	

Water Usage History



Message Center

Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633780
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
December 01, 2006	**$ 25.96**	**December 27, 2006**

Meter Data

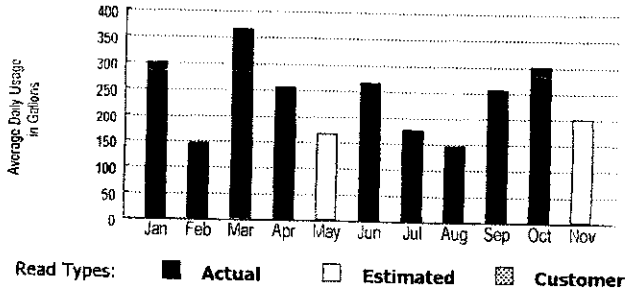
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426180	5/8	11/16/06	22	Estimated	381500	4,500	Gallons
		10/25/06		Actual	377000		

Average Daily Usage = 204 Gallons Total Days: 22 Total Usage: 4,500 Gallons

Billing Detail

Amount Owed from Last Bill		$ 45.20
Total Payments Received		45.20
Balance		**0.00**
Water Base Facility Charge	8.35	
3,667 gallons @ $0.00095 per gallon	3.48	
Next 833 gallons @ $0.0012 per gallon	1.00	
Current Water Charges		12.83
Sewer Base Facility Charge	11.37	
4,500 gallons @ $0.00667 per gallon	0.48	
Current Sewer Charges		11.85
Utility Tax		1.28
Amount Due 12/27/06		**$ 25.96**

Water Usage History



Message Center

AQUA

Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633780
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 18, 2007	**$ 170.96**	**June 11, 2007**

Meter Data

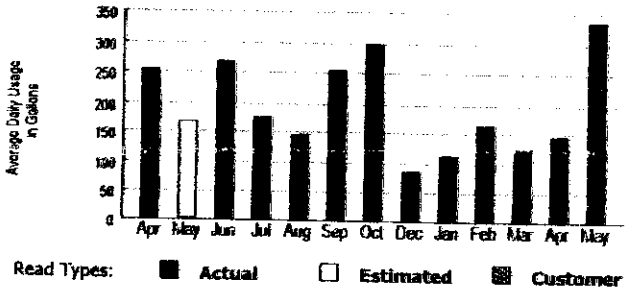
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426180	5/8	05/11/07	29	Actual	407300	9,800	Gallons
		04/12/07		Actual	397500		

Average Daily Usage = 337 Gallons Total Days: 29 Total Usage: 9,800 Gallons

Billing Detail

Amount Owed from Last Bill	$ 34.58
Total Payments Received	34.58
Balance	**0.00**
Current Water Charges	48.79
Current Sewer Charges	117.29
Utility Tax	4.88
Amount Due 06/11/07	**$ 170.96**

Water Usage History



Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUN 22 AM 10: 02
COMMISSION CLERK

Name Jennifer Forgione

Address 7117 Sw Archer Rd lot #23
Gainesville, FL 32608

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I moved into Arredondo farms on 2-16-07. I called aqua utilities to get the water switched into my name. They said no problem. I waited a month & when I didn't get a bill, I called them back & they said they couldn't find my address in the system. They said they were going to send it to headquarters & have them put it in manually & give me a call back. They never called me back. Then on 6-2-07 I got an overdue bill in the amount of 145.13. It said they were going to cut my water off on the 6th if I didn't pay it. I called them & supposedly they sent me a bill in April, which I never received. Then when I got home, I got a bill in the mail for $87.00 for 1 month. Its only me & my husband & 2 children (small children) I don't see how my bill for 1 month can be more than half of my bill for 3 months. My electric bill is only $65 and my water bill is $87. These people also have horrible customer service. I don't believe they deserve a raise. Sincerely,

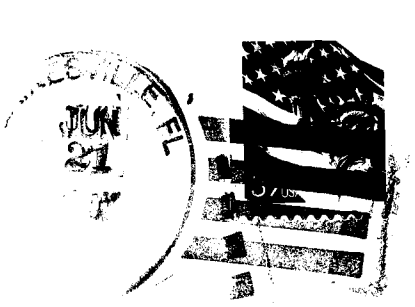
Jennifer Forgione

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape -- see back for address

Jennifer Forgione
7117 SW Archer Rd lot# 2325
Gainesville, FL 32608

JUN 21



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

DOCKET NO: 2[illegible] C001

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07 JUN 22 AM 7:58

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07 JUN 22 AM 9:59
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CLERK

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AQUA

JENIFER & VERNA FORGIONE
7117 SW ARCHER RD UNIT 2325
GAINESVILLE, FL 32608-4721

Account Number
001121456 0649197
ARREDONDO FARMS

Aqua Utilities Florida, Inc.
762 W. LANCASTER AVENUE
BRYN MAWR, PA 19010-3489

Tel: **877.987.2782**
Fax: **866.780.8301**
eMail: **custserv@aquaamerica.com**

10 Day Shut Off Notice

COLLECTION DEPARTMENT OFFICE HOURS ARE 7:30 AM - 5:00 PM WEEKDAYS

Date of Notice	Shut Off Date	Total Amount Due
May 25, 2007	**June 6, 2007**	**$ 143.15**

Your water bill for $ 143.15 is overdue. Because your water bill is overdue, we will SHUT OFF water to:

7117 SW ARCHER RD UNIT 2325 on or after 8:00 AM on June 6, 2007.

To stop the shut off, you must do one (1) of the following immediately:

1. Pay the total amount overdue. To pay by phone, simply call our toll free number at **866.261.2989.**
2. Contact Aqua Utilities Florida, Inc. at 762 W. Lancaster Avenue, Bryn Mawr, PA 19010-3489 or call **877.987.2782** (Select Collections) to let us know that you made a payment, to request a payment arrangement or to dispute the overdue bill.
3. Call **877.987.2782** (Select Collections) if you or someone in your home has a serious illness or a medical condition.

Important Notice: Payments will not be accepted by Aqua Util. FL representatives visiting the property. To avoid service termination due to unpaid bill(s), you must make payments at an authorized payment location. For the nearest location, please call 877.987.2782 (Select Collections). If we shut off your water, you may have to pay the following charges to have water turned back on:

Overdue amount:	$ 143.15
Reconnect Fee:	15.00
Service Deposit (If required):	50.00
Total if we shut off your service:	$ 208.15

CMP ____
COM ____
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GCL ___1___
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Paid check # 5061 (Mom + Dads check)

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

PAP-515-A-0
REV 01/07

AQUA

Service To:
JENIFER & VERNA FORGIONE
7117 SW ARCHER RD UNIT 2325
GAINESVILLE, FL 32608-4721
Lot: 1326141 Block:

Account Number
001121456 0649197
ARREDONDO FARMS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 22, 2007	**$ 230.63**	**June 13, 2007**

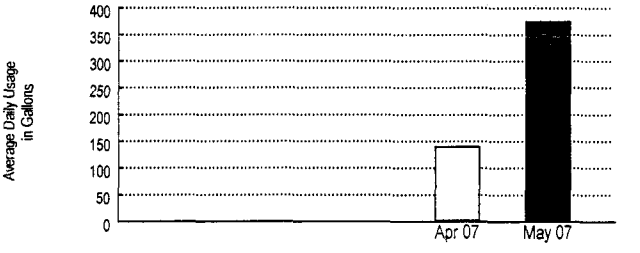
Meter Data

	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	56585674	5/8	05/16/07	20	Actual	6800	6,800	Gallons
			04/26/07		Actual	0		
Old Meter	93748018	5/8	04/26/07	3	Actual	370000	1,900	Gallons
*We have exchanged your meter during this billing period.			04/23/07	-	Estimated	368100		
Average Daily Usage = 378 Gallons			Total Days:	23		Total Usage:	8,700	Gallons

Billing Detail

Amount Owed from Last Bill	$ 143.15
Total Payments Received	0.00
Balance	**143.15**
Current Water Charges	39.77
Current Sewer Charges	43.73
Utility Tax	3.98
Amount Due 06/13/07	**$ 230.63**

Water Usage History



Read Types: ■ **Actual** ☐ **Estimated** ☐ **Customer**

Paid 6-8-07
check #135

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336568

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL2010042PAP-515-A-0
REV 01/07

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name Richard Justice

Address 5418 Knight Ave. Sebring Lakes

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07 JUN 22 AM 10: 01
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

The water in Sebring Lakes has such an odor that we cannot use it for drinking or Cooking. All we use it for is Washing Clothes, and bathing, even at that the Clothes has the same odor after going through the dryer. It is not right to have to pay so much for something that you cannot use. We do not even let our dogs drink it. We cannot use ice from our ice maker because it makes your drink have that odor.

Richard Justice
6/18/07

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Fold and tape -- see back for address

Norma Justice
5418 Knight Ave.
Sebring, FL 33875-9732

LAKELAND FL
PM
20 JUN

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

32399+0850-99 C001

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07 JUN 22 AM 7:57

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUN 22 AM 9:40
COMMISSION CLERK

Name Mina Schmidt

Address 34834 Cul Au

Zephyrhills, FL 33541

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

An incentive to read our own meters with occasional checks from the company.

They need the customer bear the brunt of future improvement & development.

CMP
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CTR
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GCL 1
OPC
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SCR
SGA
SEC
OTH

Fold and tape -- see back for address

M. SCHMIDT
3485 CARL AVE
Z hills, FL 33541

TAMPA FL 336
20 JUN 07 PM 3 T

22 AM 8 00

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

32399+0850

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Tape

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28911 Tammi Drive
Tavares, FL 32778-9414
June 18, 2007

DISTRIBUTION CENTER
07 JUN 22 AM 7:54

Director, Division of the Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Attn: Kim

We are writing in regard to the proposed large rate increases by Aqua Utilities, Docket #060368-WS. We are concerned customers who must point out that these rates seem to be on the high end from other areas. We also are senior citizens and must live on a fixed income and do not approve of this rate increase.

If work has been done on the system as stated, our water pressure shows no improvement. The water is often cloudy and does not taste good unless it has been run through our refrigerator filter. The water dispenser drip tray has a white mineral deposit on it that cannot be removed. White laundry no comes out sparkling white but rather a light tan and our newly installed bathroom faucets have become coated with a mineral-type deposit.

Aqua Utilities bills in the last couple of months have not shown a breakdown as to what the base facility charges are for water & sewer or a breakdown for water and sewer usage. That leads me to believe that they do not want us to see the interim rate increase, which we also feel is unfair before an increase is actually approved.

Thank you in advance for your kind attention to this matter.

Very truly yours,

Richard Martinez
Suzanne Martinez
Richard and Suzanne Martinez

CMP ____
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GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

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07 JUN 22 AM 10:03
COMMISSION CLERK

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY COMPLIANCE AND CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

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07 JUN 21 PM 12: 15
COMMISSION CLERK

Public Service Commission

June 19, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Amy S. Luek
753 Grey Heron Place
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Luek:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mail on the correspondence side of the docket file.

As you may know, the PSC is holding 12 customer meetings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these meetings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. A copy of the Consent Order is enclosed if you are interested in learning more about that process. If you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

The PSC staff is currently working closely with the DEP on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further

assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (3)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

RECEIVED-FPSC
07 JUN 21 PM 12: 15
COMMISSION
CLERK

Public Service Commission

June 19, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Asuncion Gutierrez
587 Osprey Lakes Circle
Chuluota, Florida 32765

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Gutierrez:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mail on the correspondence side of the docket file.

As you may know, the PSC is holding 12 customer meetings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these meetings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. A copy of the Consent Order is enclosed if you are interested in learning more about that process. If you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

The PSC staff is currently working closely with the DEP on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further

assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (3)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

RECEIVED-FPSC
07 JUN 21 PM 12: 15
COMMISSION
CLERK

Public Service Commission

June 19, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mrs. Jack Hodge
33427 Picciola Drive
Fruitland Park, Florida 34731

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mrs. Hodge:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

As you may know, the PSC is holding 12 customer meetings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these meetings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of customer concerns related to the billing practices of Aqua. Some concerns we have heard from other customers include: inconsistent meter readings, variation in the number of days in the billing cycle, modification of account numbers without prior notice, and elimination of the breakdown of the base facility and gallonage charges on the bill. PSC staff are currently investigating Aqua's general billing practices as part of this rate proceeding. If the staff determines that Aqua's billing practices are not in compliance with PSC rules, the staff will recommend to the Commissioners that Aqua be required to modify its billing practices. If you have a specific bill that you believe was calculated in error and have not received a satisfactory explanation from the utility, you may file a complaint with the PSC by calling our toll free number 1-800-342-3552. I have enclosed our brochure, "If You Have a Problem with Utility Service or Rates," that describes the PSC's complaint resolution procedures in more detail.

The Commission is also aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service

issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

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The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further

assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (3)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

ORIGINAL

Timolyn Henry

From: Consumer Contact
Sent: Thursday, June 21, 2007 12:14 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: My contact

Please add to docket file
060368
Ruth

-----Original Message-----
From: Webmaster
Sent: Thursday, June 21, 2007 8:36 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, June 20, 2007 8:25 PM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:
Name: Ken Howe
Company:
Primary Phone:
Secondary Phone:
Email: howeken42@hotmail.com

Response requested? Yes
CC Sent? No

Comments:
I recently attended a PSC meeting in Pasco County for a water rate increase request by Aqua Utilities (my water company) I was surprised to see I was the ONLY person from my neighborhood there. After the meeting I went around the neighborhood and asked people why they didn't attend. The most common excuse was " I did not know there was a meeting or a rate increase request". The only way I knew was when I got a 33% increase in my recent water bill and I called the water company (in New Jersey !) and asked about it, that is when I knew about the rate increase and meeting. I sincerely hope you do not approve the entire rate increase requested by Aqua Utilities. As it is, their water bills are TWICE the amount of a Pasco County Utilities water bill for the same consumption and service. Thank you for hearing me out K.A. Howe

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GCL ___1___
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SEC ____
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ORIGINAL

Timolyn Henry

From: Consumer Contact
Sent: Thursday, June 21, 2007 12:11 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: My contact

Please add to docket file 060368

-----Original Message-----
From: Webmaster
Sent: Thursday, June 21, 2007 11:03 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, June 21, 2007 10:37 AM
To: Webmaster
Cc: mnikolau@hotmail.com
Subject: My contact

Contact from a Web user

Contact Information:
Name: Michael Nikolau
Company:
Primary Phone: 813-924-1712
Secondary Phone: 813-844-8189
Email: mnikolau@hotmail.com

Response requested? Yes
CC Sent? Yes

Comments:
My name is Michael Nikolau I am a Pasco resident just on the outskirts of Port Richey near Hwy 52. AQUA Utilities Fl, Inc. claims to be on the forefront of pure drinking water however all of the homes in our area have dirt coming trough the water lines, not to mention the sewer problems most of us are having (which AQUA claims have been corrected). With this being said I was very upset to learn AQUA had applied for a rate increase, and was granted an intrum increase. When complants are made to Aqua there reponse is always "the issue is with your pipes, the water that is supplied to the customers pipes meets FL stantards".I feel that the quality of product and customer service needs to drastically improve, prior to granting a full rate increase in Jan.

Thanks in advance for your time

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ORIGINAL

RECEIVED-FPSC
07 JUN 21 AM 9:50
COMMISSION
CLERK

Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Fl 32399-0870

To Division of the Commission Clerk and Administrative Services:

Our family has lived in a recent resident division named "The Trails: The Reserves" for over 4 years and I have been a resident of Florida for more than 7; and my family has never experienced an outrageous and extremely horrible water service such as Aqua Water Utilities. They have continually issued the highest billing rates in the town of Chuluota and the poorest quality of water and customer service my family has ever experienced. Our neighbors and neighboring communities who also have Aqua Water Utilities agree on the same issues. We are consistently charged an outrageous amount, which is on average 150% more money compared to Chuluota's older community water bill. Our family faithfully abides by the State of Florida's Water Regulations and practice water conservation methods to reduce the amount of water use, but we continually receive water bills with 115.00 to 160.00 dollars in due balance! We also notice a very strong scent of chlorine in our water and received warnings on hazardous (cancer) effects of the drinking water. It is equally frustrating to receive letters from Aqua Water Utilities on raising rates and warnings of the drinking water quality due to poor water treatment methods. It appears that in a few months, our community will be billed $300 by Aqua Utility Utilities for utilizing their cancer inducing water!!! Their customer service is equally horrid and unhelpful as their water service. In my previous encounter with Aqua Water Utilities, I spoke to a representative that had a condescending tone with me all throughout the duration of my phone call. From the way the representative spoke I felt that a customer did not have a right to call them or even question their service! My family and community are extremely upset with this company and we feel that these complaints should be reported to our elected officials and authoritative organization. Please take notice because it is important for our community to fight against this bullying company for what is essential to live in this Great Country and State. Thank you for your time and efforts.

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Sincerely,

FRANCIS TRAN

Francis Tran

ORIGINAL

DISTRIBUTION CENTER

07 JUN 21 AM 8:00

RECEIVED-FPSC
07 JUN 21 AM 9:47
COMMISSION CLERK

19 June 2007
2924 Porto Bello Ave
Leesburg, Fl 34748

Director of Division of Commission Clerk and Administration
FLA. P.S.C.
2540 Shumard Oak Blvd.
Tallahassee, Fl 32399

To Whom it My Concern,

We are writing this letter protesting the requested price increase by Aqua Utilities. We live in an area where we have no other choice but to use Aqua Utilities. We just had a huge increase 2 months ago for base water charge from $12.63 to $ 43.72. Our water usage charge from $3.88/Gal to $5.12/Gal. Our Sewer base charge rose from $6.73 to $24.95 and our sewer usage charge rose from $7.57/Gal to $10.69. Our monthly fee without any usage at all is 68.72/month and 824.64/year. This is the amount we have to pay with out using ANYTHING. This price is too expensive and the request for this price increase has to be denied. Already, Aqua Utilities has the highest rates in the state of Florida, and they still want higher rates..

About 6 months ago, our water had so much chlorine that we had to call them and they had to fix the problem and told us to flush our lines. Did they give us credit for our water that was wasted and the sewer usage which is charge per water usage? NO!!! Then we find out via the newspaper ,Orlando Sentinel, that our water does not meet federal standards. It is high in trihalomethanes, which they neglected to inform us. We have high prices for poor water.

The decision for approving the rate increase should be base on the criteria - product quality, facilities maintenance, and customer service, which we have none of the above.

Sincerely,

Rudy and Peggy Gerritsen

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SGA _____
SEC _____
OTH _____

Docket No: 060368-WS

ORIGINAL

June 14, 2007

Dear Sirs;

We are residents in the 55+ Zephyr Shores Estates Park on Rt 54 in Zephyrhills Fla. Our present water bill is about all we can handle. To raise the price of water any further would be disastrous. We have to make decisions at the present time whether its food or pay bills. Please consider our situation.

We are senior citizens on a fixed income and fallen hard times trying to make ends meet.

Please help us stay afloat and do not raise our water bills, which we just can not afford. The gas situation is bad enough. Do not try to compete with those ????

Thanks so much,
Romayne Koerner

George H. Koerner

4619 Windy Lane
Zephyrhills, Fla. 33541

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

George/Romayne Koerner
4619 Windy Lane
Zephyrhills, FLA. 33541

RECEIVED-FPSC
07 JUN 21 AM 9:47
COMMISSION
CLERK

Timolyn Henry

From: Consumer Contact
Sent: Wednesday, June 20, 2007 3:53 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: 8634026980, 1 page(s)

Attachments: FAX.TIF

Please add fax to 060368

From: NET SatisFAXtion
Sent: Wednesday, June 20, 2007 12:27 PM
To: Consumer Contact
Subject: 8634026980, 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

```
-----------------------------------------
  Received On:       6/20/2007 12:25 PM
  Number of Pages:   1
  From (CSID):       8634026980
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:00:42
  Transfer Speed:    24000

  Received Status:   Success
  Number of Errors:  0
  Port Received On:  RockForceOCTO+ Port 6
-----------------------------------------
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FAX.TIF (19 KB)

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name Amie Carney

Address 13041 Temple St
Sebring FL 33875

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I have lived in my house for 4 years. My house and appliances were brand new. Because of the quality of the water I now have to replace my toilets, Kitchen sink, dishwasher & washer be cause of the rust. I can not afford this and a $200.00 water bill. You can't drink the water because it will make you sick. It has a smell that you can not explain and it looks like some one mixed milk with it. Please help us. I am a single mom and can't afford this. That bill is more than my eletric bill.

Fold and tape – see back for address

ORIGINAL

RECEIVED-FPSC
DISTRIBUTION CENTER
07 JUN 20 PM 2:15
07 JUN 20 AM 7:13
COMMISSION CLERK

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Ref: Application by Aqua Utilities Florida (Docket No. 060368-WS}

Gentlemen:

I would like to offer my comments regarding the referenced request by Aqua Utilities to raise water rates affecting my house at the following address:

13436 Palm Drive
Astatula, Florida 34705

First, in the two years I have owned the above property, there have been no problems with the existing facility that have affected my water supply. Therefore, I have no knowledge of any planned capital improvements to our system. Second, the existing rates prior to the "interim" increase in May 2007, seemed to be unrealistically high. To illustrate this point, the following usage and billings show the before and after impact of the "interim" rates:

April 2007	2000 gal.	$18.46	$9.23 per 1000 gal.
May 2007	2000 gal.	24.18	12.09 per 1000 gal

Obviously, the proposed final rates make the problem worse. Realistically, many retirees could not afford to maintain a yard if this water had to be used. Even if one is able to conserve and only use 500 gallons the $21.38 access fee for a 5/8 meter equates to a bill of $22.56.

It appears that the high access rates are being used to make the cost per gallon rates artificially low. But, the bottom line is the cost per gallon is already high—as much as 5 times some of the municipal rates in central Florida.

Since Aqua maintains a monopoly position, we are locked into their service. Therefore, I strongly urge the Commission reject any increase in what I believe are overly generous rates that existed prior to the "interim" rate increase.

Sincerely,

Kenneth E. Williams

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUN 20 PM 2:15
COMMISSION CLERK

Name DONA PARKER

Address 45 ROSALIE OAKS BLVD

LAKE WALES, FL 33853

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

This is not a rich community. There is nothing here to warrant this kind of raise. If this goes through I will have to go without medication or move!!

Dona Parker
45 Rosalie Oaks
Lake Wales Fl 33845

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape -- see back for address

Hom Park
45 Rosalie Oaks Blvd
Lake Wales, FL 33843

LAKELAND FL 338

18 JUN 2007 PM 1 T

USA FIRST CLASS FOREVER

DISTRIBUTION CENTER
07 JUN 20 AM 7:

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

Fold Here

Tape

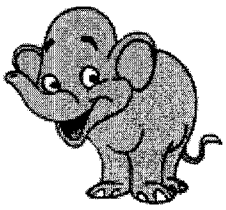
Fold Here

Kimberley Pena

From: dancath2 [dancath2@cfl.rr.com]
Sent: Wednesday, June 20, 2007 7:31 AM
To: Records Clerk
Subject: Docket #060368

Please add us as an interested party for the above docket.
Daniel & Catherine Jablonsky
22 Rosalie Oaks Blvd
Lake Wales, FL 33898
Phone: 321-956-7080
E-mail: dancath2@cfl.rr.com

FREE Animations for your email - by IncrediMail! Click Here!



Done 06/20/07 KMP

Docket # 060368

OFFICE OF THE ATTORNEY GENERAL

BILL MCCOLLUM
ATTORNEY GENERAL
STATE OF FLORIDA

Office of Citizen Services
The Capitol
Tallahassee, Florida 32399-1050

Telephone (850) 414-3990 , SunCom 994-3990
Fax (850) 410-1630, SunCom 210-1630

ORIGINAL

June 13, 2007

Mr. and Mrs. Roberto Roman
178 Velveteen Place
Chuluota, Florida 32766

RECEIVED-FPSC
07 JUN 19 PM 3:05
COMMISSION CLERK

Dear Mr. and Mrs. Roman:

Florida Attorney General Bill McCollum has received your letter regarding Aqua Utilities.

The Attorney General is concerned about all potentially unfair and deceptive trade practices that have the tendency or capacity to mislead consumers. We use complaints to identify patterns of questionable business activities. In cases of statewide significance and when we accumulate substantive evidence that business is systematically violating Florida law, we may investigate and take action on behalf of the collective legal interests of the people of this state. We will retain your information in our consumer files.

In an effort to be of assistance, we have taken the liberty of forwarding your correspondence to the Florida Public Service Commission, the state agency which regulates investor-owned utilities including long distance carriers. The telephone number is (850) 413-6100, or toll-free (800) 342-3552 from within Florida.

Since you allege water contamination, we are also forwarding a copy of your letter to the Florida Department of Environmental Protection (DEP), Water Resource Management Programs, for any information or assistance that agency may be able to provide. You may contact DEP at (850) 245-8336.

We hope this referral proves helpful. Thank you for contacting the Florida Attorney General's Office. If you would like to keep current with news on Attorney General McCollum's efforts to fight fraud please visit our website and subscribe to the Attorney General's weekly and monthly electronic newsletters: http://myfloridalegal.com/NewsBrie.nsf/Subscriber

Sincerely,

OFFICE OF CITIZEN SERVICES
Florida Attorney General's Office

OCS/ac

RECEIVED
JUN 15 2007
Florida Public Service Commission
Division of ROA

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

cc: Public Service Commission
Consumer Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Department of Environmental Protection
2600 Blair Stone Road, M.S. 3500
Tallahassee, Florida 32399

CS/utilities
PSC+ DEP

Naval Air Warfare Center
Training System Division
12350 Research Parkway
Orlando, Fl 43826-3224
Phone: (407) 380-4451
Fax: (407) 380-4519
Email: roberto.roman@navy.mil

Naval Air Warfare Center
Training System Division

Fax

To:	BILL McCOLLUM	**From:**	ROMAN ROBERTO
Fax:	(850) 414-1630	**Date:**	May 21, 2007
Phone:	COMM (850) 414-3300	**Pages:**	3
Re:	INCREASE PRICE WITH AQUA UTILITIES (NO ONE CARES ABOUT IT)	**CC:**	

☐ **Urgent** ☑ **For Review** ☐ **Please Comment** ☑ **Please Reply** ☐ **Please Recycle**

•**Comments: Thank you for your assistance.**

RECEIVED
JUN 15 2007
Florida Public Service Commission
Division of RCA

This letter is for the purpose of stating my concerns with the price increase Aqua Utilities Florida, Inc is planning on imposing on communities in Chuluota, Florida. As of now we already pay the highest water/sewage bills in all of Seminole County. The average bill for homeowners in our subdivision is in between $100-$300 dollars a month. Now there are other homeowners that are serviced by this company that are not in a subdivision whose average water/sewer bill is in the $50-$75 p/month range & their homes are comparable in size to my own(under 2,000 sq. ft). My question is "why is that?" and when you call Aqua Utilities to ask them to explain this to you, they really can't. They basically go around in a circle, not giving you a direct answer. To top it off in the last year we have received letters stating that the water had high levels of contaminants (trihalomethanes) and does not meet EPA requirements. So we have to buy drinking water and have purchased filters for all the faucets in our home because our water smells, leaves our clothes
dingy & we've been developing skin problems that we've never suffered from before since living here. We are at our wits end with this company and no one seems to care for our justified concerns. I ask you, where else in Florida do homeowners have a water/sewer bill that is higher than their electric bill? In our case our home is under 2,000 sq. ft, we paid to have a shallow well installed for the purpose of watering our lawn, we have 2 bathrooms, no one is home for most of the day, we don't have a pool and there's 4 of us & we each take one shower a day no longer than most folks and our monthly water bill averages $125. Does that seem normal to any of you? We've been asking friends & co-workers that live in Seminole County what their water/sewer bill is like & no one's comes close to ours, yet Aqua Utilities with their contaminated water, poor customer service & already sky high prices is planning on raising their base rates to three times the amount we already pay.
What this company is doing to families in Chuluota is disgusting & outrageous to put it mildly. We need help to get this company to stop taking advantage of us.
The homeowners at The Trails Reserve & surrounding communities would very much appreciate your looking into this matter and helping us out.

Sincerely,

Mr & Mrs.Roberto Roman
178 Velveteen Place
Chuluota Fl 32766
boys3er@yahoo.com

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MAY 2 2 2007
Florida Public Service Commission
Division of RCA

Docket # 060 368

OFFICE OF THE ATTORNEY GENERAL

BILL MCCOLLUM
ATTORNEY GENERAL
STATE OF FLORIDA

ORIGINAL

Office of Citizen Services
The Capitol
Tallahassee, Florida 32399-1050

Telephone (850) 414-3990, SunCom 994-3990
Fax (850) 410-1630, SunCom 210-1630

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07 JUN 13 PM 3:05
COMMISSION CLERK

June 13, 2007

Mr. and Mrs. Ketema and Angelica Harris
507 Granite Circle
Chuluota, Florida 32766

Dear Mr. and Mrs. Harris:

Florida Attorney General Bill McCollum has received your letter regarding Aqua Utilities.

The Attorney General is concerned about all potentially unfair and deceptive trade practices that have the tendency or capacity to mislead consumers. We use complaints to identify patterns of questionable business activities. In cases of statewide significance and when we accumulate substantive evidence that business is systematically violating Florida law, we may investigate and take action on behalf of the collective legal interests of the people of this state. We will retain your information in our consumer files.

In an effort to be of assistance, we have taken the liberty of forwarding your correspondence to the Florida Public Service Commission, the state agency which regulates investor-owned utilities including long distance carriers. The telephone number is (850) 413-6100, or toll-free (800) 342-3552 from within Florida.

Since you allege water contamination, we are also forwarding a copy of your letter to the Florida Department of Environmental Protection (DEP), Water Resource Management Programs, for any information or assistance that agency may be able to provide. You may contact DEP at (850) 245-8336.

We hope this referral proves helpful. Thank you for contacting the Florida Attorney General's Office. If you would like to keep current with news on Attorney General McCollum's efforts to fight fraud please visit our website and subscribe to the Attorney General's weekly and monthly electronic newsletters: http://myfloridalegal.com/NewsBrie.nsf/Subscriber

CMP ____
COM ____
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OTH ____

Sincerely,

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OFFICE OF CITIZEN SERVICES
Florida Attorney General's Office

OCS/ac

cc: Public Service Commission
Consumer Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Department of Environmental Protection
2600 Blair Stone Road, M.S. 3500
Tallahassee, Florida 32399

CS/Utilities
PSC + DEP

May 19, 2007

Dear Commissioner:

This letter is in regards to Aqua Utilities. We live in Chuluota, Florida, in the subdivision the Reserve at the Trails. We have numerous complaints regarding our water company, Aqua Utilities. I realize you may already be aware, but something seriously must be done about this company. It is affecting everyone in our community, and our families, in more ways than one.

First and foremost the contaminants in the water. We have been receiving notification from Aqua that the water MAY be contaminated, but that it is still okay to drink. We have found out later that this is not true, and that the water IS in fact, contaminated with cancer-causing chemicals. We are bathing in this water, drinking it, our children are doing the same, and this has not been properly taken care of by them. Even if they simply think that it is contaminated, they have done nothing to improve the situation. In the meantime, our family's health is at stake!

Secondly, the rates we are being charged, and our overall bills are astronomical, and now the company is proposing yet another rate increase. This is absurd, considering there are other homes in our area that also have Aqua Utilities and are not paying as much in water as we are. It seems to be only the new construction (the Trails and Osprey Lakes), as far as we are aware, that are paying these outrageous water bills. Others that have Aqua Utilities do not seem to be paying as much as we are in water. We also do not think the company is even reading the meters monthly, for the most part at least. There is no way my family of 5 consumes 42,000 gallons of water in 28 days. Yet, that is how much we have been billed in the past for water. Our bills do not fluctuate based on our consumption; there are months when we turn off our irrigation systems to hope to feel a relief in the water bill, yet our consumption remains almost the same. There are months when we have been on vacation for part of it, and yet our water consumption remains almost the same. It does not make any sense, and unfortunately, we are at the mercy of this company that is in control of our water supply. We have no place else to turn, and we are forced to pay their astronomical rates or have no water; water is a necessity for our families to bathe, eat, drink, etc., and so we have to pay what we are charged. It is unfair, unjust, and I would even venture to say some of their practices have got to be illegal.

Aqua Utilities also, in the month of April, changed their billing address and OUR account number with them without any notice to us at all. We have them in our web bill payer and pay our bills via that through our bank every month. The bill arrived in the mail, and we went to our bank online and paid the bill. It was returned to us because they changed this information without notifying anyone. Luckily, we noticed it and were able to call and process a payment over the phone which cost us an additional $4.95, but we did not have our water

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Florida Public Service Commission
Division of ECA

disconnected for non-payment. However, we have MANY neighbors who were not so fortunate and their water was turned off for non-payment, although they paid their bill but did not change their account numbers or billing address, which the company changed without telling us. What kind of utility company does that? That is unprofessional and again, unfair to the consumer!

One more minor issue, at this point, is our water pressure. We are paying all this money for contaminated water that at times practically drips out of the faucet! That is completely unacceptable, especially after all that we are being forced to pay.

These are just some of the concerns that we have, we can barely afford to pay our water bill anymore and this rate increase they are proposing would leave many of us unable to pay them in the future and leaving our families without water. This is a serious, critical issue to our community and our families and we really need someone to listen and help us change what is becoming a very drastic situation. Thank you in advance for your consideration.

Sincerely,

Ketema and Angelica Harris
507 Granite Circle
Chuluota, FL. 32766
407-574-7289

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Utilities

JEFF KOTTKAMP
LT. GOV
850-921-6114

For Docket
060368-WS

5-12-07

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07 JUN 19 PM 2:48
COMMISSION CLERK

My NAME is DON SOULE AND I LIVE AT 391 VELVETEEN PLACE CHULUOTA FLORIDA 32766. I HAVE LIVED IN Seminole COUNTY AT 3 DIFFERENT ADDRESSES FOR 15 YEARS TOTAL.

MY WATER AND SEWER BILL HAS NEVER AVERAGED MORE THAN $45.00 A MONTH UNTIL I MOVED INTO THE AQUA UTILITIES SECTION OF Seminole COUNTY. NOW MY WATER + SEWER BILL AVERAGES $122.00 A MONTH, 3 TIMES MORE THAN IN THE OTHER 2 LOCATIONS, OVIEDO + WINTER SPRINGS. NOW AQUA UTILITIES WANTS TO RAISE OUR BASE RATE $100.00 A MONTH, TO 5 TIMES MORE THAN ANYWHERE ELSE IN Seminole COUNTY. PLUS WE HAVE RECIEVED NOTICE THAT OUR WATER IS BAD, TOXIC!

I FIND IT HARD TO BELIEVE THAT YOU, THE FLORIDA GOVERNMENT, WOULD ALLOW, IN FACT CHOOSE, TO LET THIS HAPPEN. PLEASE PROTECT US. PLEASE GIVE US A CHOICE, PLEASE TELL ME WHAT ELSE I CAN DO TO BE ABLE TO STOP DRINKING TOXIC WATER. ALL I ASK IS FOR REASONABLE PRICING AND SAFE WATER, LIKE YOU HAVE.

CMP ____
COM ____
CTR ____
ECR 1
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OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

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JUN 14 2007
Florida Public Service Commission
Division of RCA

Don Soule
407 970-9006

STATE OF FLORIDA

Office of the Lieutenant Governor

THE CAPITOL
TALLAHASSEE, FLORIDA 32399-0001

www.flgov.com
850-488-4711
850-921-6114 fax

JEFF KOTTKAMP
LT. GOVERNOR

June 11, 2007

Mr. Don Soule
391 Velveteen Place
Chuluota, Florida 32766

Dear Mr. Soule:

Thank you for contacting Lieutenant Governor Jeff Kottkamp about an issue with Aqua Utilities. The Lieutenant Governor appreciates your concerns and asked me to respond on his behalf.

As you may know, the agency that regulates public utilities is the Public Service Commission (PSC), which is an arm of the legislative branch of government and therefore, not under the administrative authority of the Lieutenant Governor's office. Within the Public Service Commission, there is a Division of Regulatory Compliance and Consumer Assistance, which I believe may be able to assist you. I have contacted PSC staff, and I am forwarding a copy of your letter to them. Someone in Division Director Dan Hoppe's office will be glad to respond to your inquiry. Meanwhile, if you have questions, please call the Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552.

Thank you again for contacting the Lieutenant Governor's office. For information about the Lieutenant Governor's initiatives, please visit our website at www.flgov.com.

Sincerely,

Cole Hoopingarner
Office of Citizen Services

ch/cas

cc: Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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JUN 14 2007
Florida Public Service Commission
Division of RCA

Received Via Postal Mail

Category: Utilities

Status: Assigned
Public Record

PSC

Summary:
Agency Referenced: Citizen Services
Forwarded By:

Assigned To

Section: Citizen Services
Coordinator: Barbara White
Author: Barbara White

Assignment Comments:

Letter Date	Assigned	Due	Reply	Filed
05/12/2007	05/21/2007	06/04/2007		

From **Mr. Don Soule**

Title: Mr.
Business:
Phone Number:
Address: 391 Velucteen Place
Chuluota, FL 32766 . . . County/Province: Seminole
Email Address:

General comments and related documents

Modification History

Created: 05/21/2007 11:53:44 AM .. Stefan Yekaitis
Last Edited: 05/21/2007 11:55:31 AM .. Stefan Yekaitis

>>>> 05/21/2007 11:55: AM Stefan Yekaitis
Subject changed from blank to Utilities. Status changed from Received to Assigned. Letter date changed from blank to 05/12/2007.

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Division of RCA

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STATE OF FLORIDA

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COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

June 19, 2007

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DOCUMENT NO. 06349-07
DISTRIBUTION: _____

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07 JUN 19 PM 2:47
COMMISSION
CLERK

Ms. Linda M. St. Clair
112 Camellia Drive
Satsuma, Florida 32189

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. St. Clair:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

As you may know, the PSC is holding 12 customer meetings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these meetings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will

publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

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COMMISSION
CLERK

June 19, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Rodney & Jean Choffel
4626 Windy Lane
Zephyrhills, Florida 33541

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Choffel:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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June 19, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Patsy Martin
28004 Tammi Drive
Tavares, Florida 32778

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Martin:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
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STATE OF FLORIDA

DIVISION OF REGULATORY
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DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

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COMMISSION CLERK

June 19, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Bill & Charlotte Lee
5513 Prince Avenue
Sebring, Florida 33875

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Lee:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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Mrs. Margaret Kipp
81 Rosalie Oaks Blvd.
Lake Wales, Florida 33898

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mrs. Kipp:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
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Mr. Donald E. Block
33 Rosalie Oaks Blvd.
Lake Wales, Florida 33898

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Block:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Mr. & Mrs. William Webb
74 Rosalie Oaks Blvd.
Lake Wales, Florida 33898

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Webb:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Mr. John Portland
355 Velveteen Place
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Portland:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). I am sorry that you will not be able to attend the service hearing in your area. Thank you for taking the time to write us about your concerns in advance. To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates. I have enclosed a copy of the Special Report that will be provided to customers at the service hearing.

The Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. A copy of the Consent Order is enclosed if you are interested in learning more about that process. If you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

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Mr. Orlando A. Carroll
534 Granite Circle
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Carroll:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

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June 18, 2007

Mr. Gary M. Jones
551 East 4th Street
Chuluota, Florida 32766

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Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

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Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (3)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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Mr. Kenneth Richardson
551 Granite Circle
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Richardson:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

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Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further

assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (3)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

Public Service Commission

June 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

RECEIVED-FPSC
07 JUN 19 PM 2:47
COMMISSION
CLERK

Mr. & Mrs. Frank Adkins
559 Nutmeg Court
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Adkins:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

As you may know, the PSC is holding 12 customer meetings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these meetings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. A copy of the Consent Order is enclosed if you are interested in learning more about that process. If you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

The PSC staff is currently working closely with the DEP on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further

assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (3)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY COMPLIANCE AND CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

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COMMISSION CLERK

Public Service Commission

June 12, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

Mr. Wayne Shigley
35118 Queens Way
Fruitland Park, Florida 34731

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Shigley:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

As you may know, the PSC is holding 12 customer meetings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these meetings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

Ruth Nettles

From: RICHARD OWENS [mistero3@comcast.net]
Sent: Tuesday, June 19, 2007 1:44 PM
To: Ruth Nettles
Subject: RE: Docket #060368

Sorry – of course. 53 Rosalie Oaks Blvd, Lake Wales, Florida – permanent address:
13563 Staimford Drive, Wellington, Florida 33414
Fax: 561-792-4661 Phone: 561-792-4659

Also, I was speaking with a business that employs over 1000 employees and they are going to have to pull out of the State of Florida if this increase goes into effect....

Thanks.

-----Original Message-----
From: Ruth Nettles [mailto:RNettles@PSC.STATE.FL.US]
Sent: Tuesday, June 19, 2007 1:39 PM
To: RICHARD OWENS
Subject: RE: Docket #060368

Hello Mrs. Owens, I spoke with you earlier on the phone. Can you please provide mailing information/phone and fax, if applicable?

Thank you very much,

Ruth Nettles

From: RICHARD OWENS [mailto:mistero3@comcast.net]
Sent: Tuesday, June 19, 2007 1:33 PM
To: Records Clerk
Subject: Docket #060368

Please place us on the docket as interested parties.
Thank you.
June & Richard Owens

Done 06/20/07 KMP

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUN 19 AM 10: 31
COMMISSION CLERK

Name Earl & Fran McDonald

Address 13721 Crow St.
Sebring, Fl. 33875 - Acc't #000887470-0630850

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I agree with all my fellow neighbors. The water has not been up to par for many years. We pay for drinkable water and don't get it. Clothes don't come clean & the water smells in the washer.

By all rights, the water company, (Aqua Utilities), should pay us for the bad water it has been serving up.

Thank you,
Fran McDonald

P.S. Thanks for you concern.
Please Do Something

Sebring Lakes Area.

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Fold and tape -- see back for address

Earl + Fran McDonald
13771 Crow St.
Sebring, FL 33872

LAKELAND FL 338
15 JUN 2007 PM 1

DISTRIBUTION CENTER
07 JUN 19 AM 7:

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

32399+0850

Fold Here

Tape

Fold Here

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUN 19 AM 10: 30
COMMISSION CLERK

Ms. Betty R. Woodard
7117 SW Archer Rd. Lot #5
Gainesville, FL 32608

Name Betty Woodard

Address 7117 SW Archer Rd #15
Gainesville FL 32608

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Everything I have to Say are on the enclosed sheets.

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Fold and tape -- see back for address

STAMP

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

DOCKET No. 060368-WS

Fold Here

Tape

Fold Here

AQUA

Service To:
BETTY R. WOODARD
7117 SW ARCHER RD UNIT 15
GAINESVILLE, FL 32608-4604
Lot: 1326126 Block:

Account Number
000906720 0649076
ARREDONDO FARMS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
March 16, 2007	**$ 59.42**	**April 09, 2007**

Meter Data

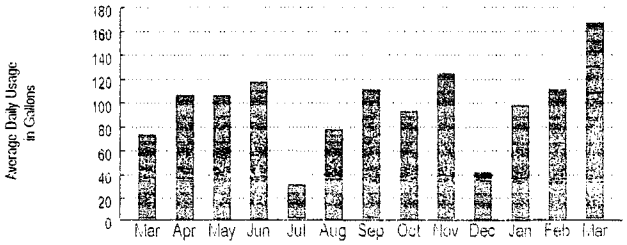
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93717538	5/8	03/12/07	28	Actual	586200	4,700	Gallons
		02/12/07		Actual	581500		

Average Daily Usage = 167 Gallons — Total Days: 28 — Total Usage: 4,700 Gallons

Billing Detail

Amount Owed from Last Bill	$ 143.83
Total Payments Received	143.83
Balance	**0.00**
Water Base Facility Charge	13.85
4,700 gallons @ $0.00235 per gallon	11.05
Current Water Charges	24.90
Sewer Base Facility Charge	15.30
4,700 gallons @ $0.00356 per gallon	16.73
Current Sewer Charges	32.03
Utility Tax	2.49
Amount Due 04/09/07	**$ 59.42**

Water Usage History



Read Types: Actual Estimated Customer

Message Center

1336568 FL2010042

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
BETTY R. WOODARD
7117 SW ARCHER RD UNIT 15
GAINESVILLE, FL 32608-4604
Lot: 1326126 Block:

Account Number
000906720 0649076

Total Amount Due **$ 59.42**
Due Date **April 09, 2007**

Amount Enclosed
$

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

Seq=16177 Cyc=33M9 1up=319549

******AUTO**5-DIGIT 32608 C 51 P 70
BETTY R. WOODARD
7117 SW ARCHER RD LOT 15
GAINESVILLE FL 32608-4604

0009067200649076000000059421

D 1-2

AQUA

Service To:
BETTY R. WOODARD
7117 SW ARCHER RD UNIT 15
GAINESVILLE, FL 32608-4604
Lot: 1326126 Block:

Account Number
000906720 0649076
ARREDONDO FARMS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 22, 2007	**$ 199.57**	**June 13, 2007**

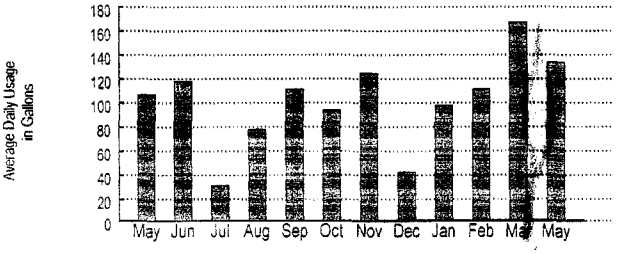
Meter Data

	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	56585908	5/8	05/15/07	20	Actual	3500	3,500	Gallons
			04/25/07		Actual	0		
Old Meter	93717538	5/8	04/25/07	44	Actual	591300	5,100	Gallons
*We have exchanged your meter during this billing period.			03/12/07		Actual	586200		
Average Daily Usage = 134 Gallons			Total Days:	64		Total Usage:	8,600	Gallons

Billing Detail

Amount Owed from Last Bill	**$ 142.36**	
Total Payments Received	0.00	
Balance	142.36	
Adjustments	82.94	Credit
Current Water Charges	57.14	
Current Sewer Charges	77.30	
Utility Tax	5.71	
Amount Due 06/13/07	**$ 199.57**	

Water Usage History



Read Types: **Actual** **Estimated** **Customer**

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336568 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL2010042

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
BETTY R. WOODARD
7117 SW ARCHER RD UNIT 15
GAINESVILLE, FL 32608-4604
Lot: 1326126 Block:

Account Number
000906720 0649076

Total Amount Due **$ 199.57**
Due Date **June 13, 2007**

Amount Enclosed
$

Seq=296 Cyc=33M9 1up=334079 PC=BLAF BLAF

BETTY R. WOODARD
7117 SW ARCHER RD LOT 15
GAINESVILLE FL 32608-4604

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

000906720064907600000000199574

June 8, 2007

I called Aqua Utilities today to complain about my water bill. I had called in May asking for a water bill and was told by Jason the bills had not been entered into the system as yet and he could not tell me how much my bill was. I told him I could not afford a double bill and he told me I would not receive a double bill. Today when I called the woman I talked to finally admitted this was a double bill and the $82.94 credit on my June bill was from overestimating my May bill, when I told her I never received a May bill (even after calling for one) she said they were mailed, I again told her I never received a bill, she said the bill must have been canceled because they had over estimated it so highly. Somewhere someone is telling BIG tales to cover up something. This is no way to run a company or deal with a customer. I am a 68-year-old woman who lives alone and cannot understand how I can use so much water.

This was a news report on our local news station.

Water Worries

June 6, 2007

Some residents in Arredondo Farms say they can't afford their water bill...
Residents in the Arredondo Farms neighborhood say Aqua Utilities Florida is charging customers outrageous prices for water, and they can't afford it.
Aqua Utilities is so big and many customers are asking why their prices are so high.
But a spokesperson for the utility says the company needs to recover its initial investment.
"It's because of the $600,000 we have invested to upgrade the water treatment facility and the sewer facilities there," says Terry Maenza, Spokesperson for Aqua Utilities.
Aqua Utilities isn't done trying to raise rates. Company officials have already increased the service fee by 28%, and if approved by the State Public Service Commission, Arredondo customers will eventually see a total of 63% increase.

With an already 28% in effect and another 68 % expected that is a total of 91%. Why should we have to pay for their faulty equipment?

ORIGINAL

Svetlana S Shtrom, Ph.D.
516 Osprey Lakes Circle, Chuluota, FL 32766 ❖ Tel 407.312.6309 ❖ Fax 407.971.1426

RECEIVED-FPSC
07 JUN 19 AM 10: 30
COMMISSION CLERK
07 JUN 19 AM 7: 24

June 16, 2007

Director, Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

RE: Docket No. 060368-WS

Dear Public Service Commission,

I am writing to you in regard to the petition filed by Aqua Utilities Florida, Inc. (Utility) for a rate increase in Seminole County, Florida. I am strongly opposed to the proposed rate increase on the grounds that: 1) the water and sewer rates are already excessively high and 2) the water provided by the Utility is of poor quality.

The water and sewer rates in areas serviced by the Utility are significantly higher than rates in neighboring areas serviced by other utilities. My household consists of four members (two adults and two children), and our combined water and sewer bill for the month of May was $352.09 ($243.36 for water, $99.00 for sewer, and $9.73 for tax). The average rate we've paid for January through May is $247.04. In contrast, my friends and co-workers who live near-by and have comparable household size, but are serviced by other utilities, routinely pay under $100 per month for water and sewer charges. In fact, a recent article in the Orlando Sentinel[1] estimates that a household that uses 20,000 gallons per month would pay $307.56 if the Utility's proposed rate increase is approved, while a Seminole County water customer would pay for the same amount of water only $91.59 (a copy of the Orlando Sentinel article is enclosed for your reference).

More disturbing than the excessively high rates is the fact that since 2005, the water provided by the Utility has failed to meet the Environmental Protection Agency's standards for trihalomethanes, a group of chemicals linked to lower birth weights; stillbirths; problems with liver, kidneys, central nervous system; and an increased risk of cancer[2]. A copy of the Utility's "2006 Annual Drinking Water Quality Test Results" is enclosed for your reference. The maximum contamination level established by the EPA for total trihalomethanes is 80 micrograms per liter of water. For 2006, the average level of total trihalomethanes in the water supplied by the Utility was 142 micrograms per liter[1,2]. In addition, the water provided by the Utility exceeds the secondary maximum contamination levels established by the EPA for odor. The odor level reported by the Utility is 24, while the threshold recommended by the EPA is 3[2]. The unpleasant odor is a continuous reminder to us, the consumer, that we are paying exuberant prices for inferior quality.

The Utility's poor performance to date should not be rewarded with a rate increase. I urge you to consider the Utility's proposal on its merits—has the company that is charging above-average rates performed above-average services? As the water quality data indicate, the answer is "No." The product that the Utility is providing is of poor quality and, more importantly, has failed to meet the federal standards.

I appeal to you to reject the Utility's proposed rate increase.

I appreciate your time and consideration.

Sincerely,

Svetlana Shtrom

[1] Orlando Sentinel June 3, 2007 *"Chemical Level Too High, Yet Water Rate May Rise"* by Robert Perez.
[2] Aqua Utilities Florida, Inc. *"2006 Annual Drinking Water Quality Test Results."*

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Orlando Sentinel

http://www.orlandosentinel.com/news/local/seminole/orl-badwater0307jun03,0,864916.story?coll=orl-home-headlines

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EMBARQ

Chemical level too high, yet water rate may rise

Robert Perez
Sentinel Staff Writer

June 3, 2007

CHULUOTA -- The water that comes from Loveonna Miner's tap smells bad, tastes funny and at times barely has enough pressure to flow from the spigot. Occasionally, black slimy stuff oozes out of the tap, as well.

For that, Miner pays an average of $180 a month. Last month, the water bill jumped to $247. She's not a water hog, either. That's about what most of her neighbors pay.

And it may get worse.

Aqua Utilities Florida, the water company that serves 1,369 customers in this mix of older, rural homesteads and newer subdivisions wants them to pay more. A proposal before the state Public Service Commission, which regulates private utilities, would increase by 15 percent the monthly water and sewer bill for a household that uses 20,000 gallons a month.

For a household that uses that much, the bill would be $307.56. In contrast, a Seminole County water customer who uses 20,000 gallons a month pays $91.59.

"It's pretty bad when your water company is pushing you out of your neighborhood," Miner said. "You kind of have to laugh about it, but we're stuck here."

More troubling than the high cost, residents say, is a warning they received last year.

Since late 2005, the water provided by Aqua Utilities has failed to meet federal standards for trihalomethanes, a class of chemicals linked in some studies to lower birth weights, stillbirths and some forms of cancer.

The acceptable level established by the U.S. Environmental Protection Agency is 80 micrograms per liter of water. For the past six quarters, tests have found an average of 142 micrograms per liter of Aqua Utilities water.

The company is under orders to correct the problem, though state health officials downplay the health risks associated with trihalomethanes, a byproduct of the chlorine used to treat the water.

The EPA standard is based on drinking two liters of water a day for 70 years, said Jeff Prather, a spokesman for the state Department of Environmental Protection.

Aqua Utilities was ordered to mail notices to customers to alert them to the trihalomethanes levels, but Prather says that

doesn't mean people who drink the water are in danger.

"The public notice is meant to inform," he said. "There is no health threat."

Aqua Utilities officials say they are trying to solve problems they inherited when they bought the system from Florida Water Services Corp. in 2004.

Old lines that had been replaced by Florida Water, for example, were never cut off from the system, said Jack Lihvarcik, Aqua Utilities president. That has contributed to the black water sometimes flowing into homes, he said.

That's why the utility is seeking a rate increase that would triple the base charge for customers, although usage rates would drop, he said.

Aqua Utilities is spending heavily to improve water quality and pressure, including $4 million to improve the wastewater system, Lihvarcik said.

To eliminate the high levels of trihalomethanes, the company plans to convert the disinfecting system from chlorine to chloramines, at an estimated cost of $500,000.

Florida Water also claimed the system had problems when it took over the utility in 1978. At the time, the company spent $4.7 million on improvements, such as replacing water mains and adding an anti-corrosion system.

The PSC granted a rate increase in 1995.

Frustrated residents say the prospect of their water bills going even higher is unacceptable.

"If you don't use a drop of water, you'll pay $95," said Kelly Sullivan, who lives in the Osprey Lake subdivision.

She and others have pestered local and state elected officials to step in and do something about the water-quality problems and rates. But they say they get the same answer: It's up to the PSC.

The PSC staff has not made a recommendation on the proposed rate increase, although the agency did approve an interim increase.

Joe Gibbons, who lives in the Reserve at the Trails, said Aqua Utilities customers are trapped.

"We don't have any alternative water source," he said. "We have a gun to our heads."

Gibbons hosted a meeting last month with Seminole County Commissioner Bob Dallari, whose district includes Chuluota. Dallari said he's trying to communicate residents' concerns to the right people, including meeting with Lihvarcik.

"I'm trying, but all I'm doing is running into blind alleys," he said.

Dallari said he worries that the PSC doesn't know the extent of the problems.

"The PSC is too far removed from the local issues at hand -- high prices and poor water," he said. "The PSC should be mandating with DEP that the water quality be improved. Nobody is forcing this utility to come into compliance."

Local residents will get one chance for a face-to-face meeting with PSC members. A public hearing is scheduled for June 26 in nearby Oviedo.

Gibbons said he won't be able to attend the public hearing, but he thinks the PSC should base its decision for approving

the rate increase on three criteria -- product quality, facilities maintenance and customer service.

"I submit Aqua has failed in all three areas," he said.

Robert Perez can be reached at rperez@orlandosentinel.com or 407-322-1298.

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2006 ANNUAL DRINKING WATER QUALITY TEST RESULTS

Aqua Utilities Florida routinely monitors for contaminants in your drinking water according to Federal and State laws, rules, and regulations. Except where otherwise noted, this report is based on the results of our monitoring for the period of January 1 to December 31, 2006 for **Chuluota PWSID# FL3590186**. The Environmental Protection Agency (EPA) requires monitoring of over 80 drinking water contaminants. Those contaminants listed in the table below are the only contaminants detected in your drinking water. The state allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.

* Except as noted, results in the Level Detected column are the highest average at any sampling point or the highest single detected level at a sampling point, depending on sampling frequency.

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected*	Range of Results	MCLG	MCL	Likely Source of Contamination
Radiological Contaminants							
Alpha emitters (pCi/l)	03/03	N	3.3	2.0 - 3.3	0	15	Erosion of natural deposits
Radium 226 or combined radium (pCi/l)	03/03	N	2.5	1.1 - 2.5	0	5	Erosion of natural deposits
Inorganic Contaminants							
Barium (ppm)	08/06	N	0.02	0.018 - 0.02	2	2	Erosion of natural deposits
Fluoride (ppm)	08/06	N	0.092	0.077- 0.092	4	4	Erosion of natural deposits
Nitrate (as Nitrogen) (ppm)	08/06	N	0.083	0.019- 0.083	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage, erosion of natural deposits
Sodium (ppm)	08/06	N	91	75- 91	NA	160	Salt water intrusion, leaching from soil
Thallium (ppb)	08/06	N	1.2	ND- 1.2	0.5	2	Leaching from ore-processing sites; discharge from electronics, glass, and drug factories

TTHMs and Stage I Disinfectant/ Disinfection Byproduct (D/DBP) Parameters For Chlorine, Haloacetic Acids and TTHM the level detected is the highest annual average of the quarterly averages. Range of Results is the range of results (lowest to highest) at individual sampling sites.

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected*	Range of Results	MCLG/ MRDLG	MCL/ MRDL	Likely Source of Contamination
Chlorine (ppm)	2006	N	1.3	0.7- 1.9	MRDLG =4	MRDL =4	Water additive used to control microbes
Total Haloacetic Acids (HAA5) (ppb)	09, 11/06	N	17.86	15.1- 21.82	NA	60	Byproduct of drinking water disinfection
TTHMs [Total Trihalo-methanes] (ppb)	2006	Y (a)	142	112.6- 190.6	NA	80	Byproduct of drinking water disinfection

(a) **Violation:** In 2006, we received a violation for exceeding the MCL for total trihalomethanes. Our customers have been notified on a quarterly basis of this violation. Aqua Utilities Florida submitted plans to the Florida Department of Environmental protection on December 11, 2006 to modify the disinfection process in order to reduce TTHMs. Some people who drink water containing Trihalomethanes in excess of the MCL over many years may experience problems, with liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

Lead and Copper (Tap Water)

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	AL Violation Y/N	90th Percentile Result	No. of Sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
Copper (ppm)	09/06	N	0.36	0	1.3	1.3	Corrosion of household plumbing
Lead (ppb)	09/06	N	0.42	1 (b)	0	15	Corrosion of household plumbing

(b) **Lead:** Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the Safe Drinking Water Hotline at 800.426.4791.

Secondary Contaminants

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	SMCL Violation Y/N	Level Detected	Range of Results	SMCL	Likely Source of Contamination
Odor (threshold odor number)	2006	Y (c)	24	4.1- 24	3	Naturally occurring organics

(c) **Violation:** As seen in the table above, we've exceeded the secondary MCL for Odor in 2006. There are no health effects associated with this exceedance.

MCLs are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for 70 years to have a one-in-a-million chance of having the described health effect.

Our water systems are designed and operated to deliver water to our customers' plumbing systems that complies with state and federal drinking water standards. This water is disinfected using chlorine, but it is not necessarily sterile. Customers' plumbing, including treatment devices, might remove, introduce or increase contaminants in tap water. All customers, and in particular operators of facilities like hotels and institutions serving susceptible populations (like hospitals and nursing homes), should properly operate and maintain the plumbing systems in these facilities. You can obtain additional information from the EPA's Safe Drinking Water Hotline at 800.426.4791.

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUN 19 AM 10: 30
COMMISSION CLERK

Name Joseph McCarthy

Address 34934 Carl Ave.
Zephyrhills, Fl. 33541

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

June 14, 2007

ATTN: Public Service Commission

We Understand The Need For A Fair Return on Their Investment.
The Oil Companies have Taught us That.
We Also Understand That We are Paying For A Bad Product.
We No Longer can get a Glass of Water out of The Faucet. To Drink
The Smell and Taste Will Stop you.
A New Filtering System will Protect Their Customers and Keep us Safe
Please Help us With our Problem.

Thank You,
Joseph McCarthy

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Joseph Mc Carthy
34934 Carl Ave.
Zephyrhills, FL 33541-2181

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USA FIRST-CLASS FOREVER

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

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07 JUN 19 AM 8:01

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

RECEIVED-FPSC

Aqua Utilities Florida, Inc.

07 JUN 19 AM 10: 30

DOCKET NO. 060368-WS

COMMISSION CLERK

Name Deborah Boyd

Address 5416 Prince Ave
Sebring, FL. 33875

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

This rate increase is simply outrageous. One does expect things to go up now and then but this is unacceptable.

water base facility charge 4-20-07 $9.68

water base facility charge: 6-20-07 $47.37

4-20-07 1000 gal - .00219

6-20-07 1000 gal - .01073

$37.69

$8.54

Deborah Boyd 6-14-07

why is Sebring takes so much higher than everyone else?

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Debbie Boyd
5416 Prince Ave.
Sebring, FL 33875-6506

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

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

RECEIVED-FPSC

Aqua Utilities Florida, Inc.

07 JUN 19 AM 10: 30

DOCKET NO. 060368-WS

COMMISSION CLERK

Name Walter T. Davis

Address 161 Reaves Ave
Interlachen, FL 32148

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

The proposed rate increase is "exhorbitant" The water is "undrinkable"!! Many residents, like myself, who reside in Palm Shores buy drinking water.

There has been no improvements to the Palm Shores water system thus far.

In addition, many of the residents are on a fixed income. Such a "high" base increase would be devastating to them.

also, such a high increase would force residents to seek other alternatives to get their water.

Sincere, close scrutiny needs to be considered in approving this increase.

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Walter Davis
161 Reaves Ave
Interlachen, FL
32148

FO UNGSTO
15 JUN 20

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

32399-0850

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

RECEIVED-FPSC

Aqua Utilities Florida, Inc.

01 JUL 19 AM 10: 30

DOCKET NO. 060368-WS

COMMISSION CLERK

Name Marietta Williams

Address 4612 Clarice Ave.

Zephyrhills, Fl 33541

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I'm a single widow on a fixed income I can not afford the rate increase you request I use enough water to do 2 loads of laundry, shower & do my dishes 3 times a week. my last bill was $47.

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Fold and tape -- see back for address

Ms. Mariette Williams
4612 Clarice Ave.
Zephyrhills, FL 33541-2105

TAMPA FL 336

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

32399+0850

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ORIGINAL

RECEIVED-FPSC

07 JUN 19 AM 10: 30

COMMISSION
CLERK

36240 E. Spring Lake Blvd.
Fruitland Park, FL 34731
June 15, 2007

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

Re: Docket No. 060368-WS

PLEASE have mercy on the customers of Aqua Utilities Florida, Inc. A triple rate increase is overkill.

Right now, my wife is in the donut hole on Part D medication and it's only June. We saw a rate increase sometime in April and now they want to triple it in January. We are living on Social Security and we never get a triple increase in January – although that would be a good idea – it would help pay for some of the things we've had to give up just to exist! Sure would hate to have to give up baths.

Any consideration to this highway robbery will be appreciated.

Paul R. Shires, Jr.

Paul R. Shires, Jr.

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☆ CONCERNING DOCKET NO. 060368-WS

ORIGINAL

Oscar Lerner
4083 Waycross Pl.
Chipley, FL 32428-3162

RECEIVED-FPSC
07 JUN 19 AM 10: 30
COMMISSION CLERK

TO WHOM IT MAY CONCERN (OTHER THAN OUR OWN SURVIVAL),

IT HAS COME TO MY ATTENTION THAT AQUA UTILITIES FLORIDA PLANS TO RAISE OUR (SUNNY HILLS AREA) ALREADY EXHORBITANT WATER RATES (WE ALREADY PAY 3-5 TIMES HIGHER RATES THAN SURROUNDING COMMUNITIES) ONE HUNDRED PERCENT.

THAT WOULD MAKE OUR WATER BILL AS MUCH AS OUR POWER AND PHONE BILLS COMBINED!!!

I TAKE CARE OF MY INVALID FATHER 24/7 - 365 DAYS A YEAR. WE LIVE ON ONLY $1500 A MONTH, ONE THIRD OF WHICH IS MORTGAGE PAYMENT.

A RATE INCREASE OF THIS MAGNITUDE WOULD SEVERELY EFFECT OUR SURVIVAL.

WE DON'T LIVE AS OTHERS LIVE; WE MERELY & BARELY SURVIVE!! RESPECTFULLY,

Oscar Lerner

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RECEIVED-FPSC

07 JUN 19 AM 10: 30

COMMISSION
CLERK

Edith Litsheim
201 S. Madison St. Apt. 305
Waunakee, WI 53597

6/13/07

Director Division of the
Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399

Re: Docket No. 060368-WS
Aqua Utilities, Florida, Inc

has given us good service since acquiring the system in July, 2004. I own a mobile home in Zephyr Shores Mobile Home Park, Zephyrhills, FL (Pasco County) Like most all the other residents in the park, I'm living on a fixed income of Social Security & pension. With high cost of gasoline, insurance, taxes, utilities, food, etc., I cannot afford to pay an increase in Water and wastewater rates.

Therefore, I'm writing in opposition, and would ask the Commission to deny their application

Yours truly,
Edith Litsheim

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ORIGINAL

Carl L. Gibson
1008 Coleman St
Charlottesville VA 22901
1-434-296-5478
gjunemarie@wm.connect

RECEIVED-FPSC
07 JUN 19 AM 10: 30
COMMISSION CLERK

June 12, 2007

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

Re: Docket Number 060368-WS

To Whom It May Concern:

This letter is written in response to the Legal Notice we received regarding an application by Aqua Utilities, Florida Incorporated for a rate increase. I think this needs to be looked into. We received bills that were very high. One was for 4,700 gallons of water for a month and there is no one but my wife and myself. We only flush the toilet after 4 or 5 times of usage. We didn't wash the house or car and took military showers.

The last three bills we received were for the same amount and said we used 2,000 or more gallons for one month. Everyone, in Zephyr Shores Estates on 54 West in Zephyrhills, Florida where my home is located, was receiving these high bills and the water used was not correct. **We think this needs to be looked into very close. Even when I called to complain they never came out and checked to see what I was talking about. They have not given me good customer service and are asking to increase the rate to the customers they serve!!! Please examine the utility bills and compare the accounts so you can see what I am talking about.** My address is:

35006 Dale Avenue
Zephyrhills Florida 33541.

Your prompt attention to this matter is greatly appreciated. If you have any questions please feel free to contact me at the above address in Virginia or my email address.

Sincerely,

Carl L. Gibson (LDS)

Carl L. Gibson
CLG/lgd

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Chuck & Sandy Alexander
05103 Albert Road
Fruitland Park, FL 34731
(352) 728-6167
Email address: duckysoup777@aol.com

ORIGINAL

DISTRIBUTION CENTER
07 JUN 19 AM 8:00

June 13, 2007

RECEIVED-FPSC
07 JUN 19 AM 10:30
COMMISSION CLERK

Director: Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Re: Docket No. 060368-WS

Dear Sir or Madam:

Are you people crazy? Please take a good look at the water rates you are proposing and tell me how you could possibly come up with these figures. I mean, "talk about an increase"! We all know that the cost of living has to go up to keep up with the growth but it is increases such as this that are making it very hard on retirees or us that are thinking about retiring.

I might have a solution to your problem – not that you have one – why don't you apply this increase to the many golf courses that are being built, such as the Villages that use more water in a day than we would in a year!

Many people have moved to Florida over the years thinking they could enjoy their retirement with ease but the cost of living in this state far exceeds their dreams. Medical expenses alone are a burden.

I am asking that you reconsider this proposed rate increase and give the Florida residents a break – don't penalize us because the building of housing, golf courses, etc. keep getting approved. Have you looked at the percentage of foreclosures, unemployment, and the economy? People need a break, they need help.

Please reconsider this rate increase to a more acceptable and agreeable figure. Thank you for your consideration.

Sincerely,

Sandra L. Alexander

Sandra L. Alexander

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ORIGINAL

CHARLES M. DAVIS, SR.

8103 Plank Road
Dillwyn VA 23936
1-434-983-9686
dlgd51@peoplepc.com

DISTRIBUTION CENTER
07 JUN 19 AM 7:57

June 12, 2007

RECEIVED-FPSC
07 JUN 19 AM 10:30
COMMISSION CLERK

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

Re: Docket Number 060368-WS

To Whom It May Concern:

This letter is written in response to the Legal Notice we received regarding an application by Aqua Utilities, Florida Incorporated for a rate increase. Please note that numerous complaints have been entered by residents of Zephyr Shores Estates located on 54 West in Zephyrhills, Florida. My Florida address is 4606 Newcomb Avenue, Zephyrhills, Florida.

A) Homeowner's called to complain of errors on their meter readings. The fact that the quantity of gallons used in the billing cycle was incorrect and exceeded usage by the number of occupants for said dwelling.

B) No representative from Aqua Utilities ever came to this development to check the meters to see why they were showing unusual water usage.

These complaints were never addressed to the satisfaction of the homeowners. We the consumers went to extremes to conserve water because it has been a dry season. For Example not flushing after each use, not power washing homes, not washing cars at home. **Yet the water bills still reflected the same amount of gallons used and the amount billed to us the consumer was the same-very high. No amount of conservation seems to make a difference.**

We would like to know if the meters are working properly. If it is an equipment problem it would seem Aqua Utilities should want to fix it in light of the drought conditions in Florida.

Your prompt attention and consideration in this matter is greatly appreciated. If you have any questions I can be contacted at the above address or email address.

Sincerely,

Charles M. Davis

CMD/lgd

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ORIGINAL

DISTRIBUTION CENTER
07 JUN 19 AM 7:24

P. O. Box 868
Fruitland Park, FL 34731
June 15, 2007

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

RECEIVED-FPSC
07 JUN 19 AM 10:30
COMMISSION CLERK

Re: Docket No. 060368-WS

According to what we have read in the newspaper, Aqua Utilities Florida, Inc. is wanting to triple the water rates. How can a triple increase be justified? We have no problem with a small rate increase but three times??? Seems I remember getting something in the mail a couple of months ago saying the rates were going up in April. Now in January they want to do it again.

If our increase in Social Security will go up three times the usual amount in January, we would be happy to pay extra for the water, however, you know that's not going to happen!

Please take into consideration that a lot of us live on Social Security and pensions. We have to give up certain things now in order to pay for our medications but it sure will be hard to give up water!

Thanks for your understanding.

James M. Elwell
Mary Lee Elwell

James M. Elwell
Mary Lee Elwell

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ORIGINAL

Timolyn Henry

From: Consumer Contact
Sent: Monday, June 18, 2007 2:28 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9609

Please add to docket file 060368

CMP ____
COM ____
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-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, June 16, 2007 9:29 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9609

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: DON SOULE
Telephone: 407-970-9006
Email: DSOULE@CREATIVEFLOORS.CC
Address: 391 VELVETEEN PLACE CHULUOTA 32766

BUSINESS INFORMATION

Business Account Name: Janis Dunn
Account Number:
Address: 391 VELVETEEN PLACE Chuluota FL 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
MY COMPLAINT IS HOW CAN THE PSC ALLOW AQUA UTILITIES CHARGE US 3 TIMES THE AMOUNT OF ANY OTHER WATER SERVICE IN SEMINOLE AND ORANGE COUNTY. WHY DOES AN OUT OF STATE COMPANY EVEN HAVE A CONTRACT WITH AQUA UTILITIES? OUR WATER IS UNSAFE AND OVER PRICED. WHY DOES IT TAKE AQUA UTILITIES 3 TIMES WHAT IT COSTS EVERYONE ELSE IN fLORIDA? IF ANY OTHER SUPPLIER WAS OVERCHARGING THE STATE YOU WOULD CANCEL THEIR CONTRACT IN A SECOND, NOT GIVE THEM A RATE INCREASE. YOU ARE PUBLIC SERVICES NOT AQUA UTILITIES SERVICE. WE HAVE 1936 VOTING HOMES IN THIS DISTRICT AND WE WANT CHANGE, NOT JUST A SMALL RATE INCREASE. HAVE YOUR CHILDREN COME AND BATH IN AND DRINK OUR WATER, YOU PAY 3 TIMES WHAT YOUR NEIGHBORS ARE PAYING FOR WATER AND THEN ASK YOURSELF WHY WE ARE BEING TREATED THIS WAY. WHY ARE WE BEING FORCED TO DRINK TOXIC WATER? I WOULD LIKE TO KNOW THE REASONING BEHIND THE AWARDING OF THIS CONTRACT. SERVE THE VOTERS OF FLORIDA NOT THE FAT POCKETS OF PENNSYLVANIA.
THANKS DON SOULE

PSC was contacted previously

ORIGINAL

Timolyn Henry

From: Consumer Contact
Sent: Monday, June 18, 2007 11:27 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Docket #060368-WS

Please add to docket file.
Thanks,
Ruth

From: Amy [mailto:Lueka@bellsouth.net]
Sent: Sunday, June 17, 2007 5:15 PM
To: Consumer Contact
Cc: JP
Subject: RE: Docket #060368-WS

To whom it may concern:

We moved to Chuluota from Orange County (Waterford Lakes) in August 2005. I had lived in Orange County for 18 years and never used a water filter in my home. Within three months of moving into our home at Osprey Lakes all of the glasses had become cloudy and silverware tarnished. We also noticed drier skin and hair and other negative side affects as a result of the very poor quality of the water. And to make this all worse, our water bill had increased by almost 40%!

The extremely poor water forced us to purchase a water purifying system – a costly step to ensure good water. Since August 2005 I have grumbled every time we get a water bill and each time we get a contamination notice I more disgusted with the high price for such poor water!

To now be advised of additional increases is almost incomprehensible! Aqua Utilities should under no circumstances be allowed an increase in their rates.

Thank you,
Amy S. Luek
753 Grey Heron Place
Chuluota, FL 32766

CMP _____
COM _____
CTR _____
ECR _1_
GCL _1_
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

L. F. Hines June 13, 2007 ORIGINAL

RECEIVED-FPSC
07 JUN 18 AM 8:26
COMMISSION CLERK

RE AQUA RATE INCREASE
DOCKET # 060368-WS

Dear FL. Public Service Commission members:

Thank you for your letter and information. It is good to know you are hearing us.

I had intended to present this complaint at the hearing in Lakeland today but I could not attend.

Two days after I mailed my last letter I got my bill for May. It was a shocker. $170.96 for 29 days. 9,800 gal. of water for an avg. daily usage of 337 gals. I went back to Dec. 1, 2006 when AQUA started billing me and averaged my bills as follows: 6 bills

$30.51

gals. 4,166

Avg daily use 139 gal.

There is no way that I used 9,800 gals. of water in 29 days. I called AQUA and complained. They told me to check my toilets for leaks and to read meter after all use at night and again before use in the morning. I did this and the meter did not change over night. I paid this bill and sent a note saying I was paying under protest and bill should be adjusted. I have not heard from them. They sent a person to check my meter but he did not contact me. There are only two of us and we only use water

IP ___
DM ___
R ___
CR 1
CL 1
PC ___
CA ___
CR ___
GA ___
EC ___
TH ___

For Normal Houshold uses. We do NOT use Their water For irrigation.

To The best of my Knoledge There have NOT been ANY MAJOR Repairs since I have been Living here. I do NOT think That We should pay For maintaining Their System.

I don't know how They Treat This water with Clorine but sometimes it is so strong you can't drink it And at other Times you can't Tell There is ANY in it.

We have had A Few notices To boil water. once we got The notice The day After we were Told To boil The water.

As I stated before, If They get The increase They Are Asking For it will Really put A burden on our budget. I sincerely hope That you will deny This increase or At Least Keep it As Low As possible.

Thanks
Sincerely:
L. F. Hines

I am enclosing 2 copies of bills From Dec. 06 where They goofed And A copy of The bill For MAY, 07

A UA

Ck. no. 1595

Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 063378
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due c

Bill Date	Total Amount Due	Due Date
December 21, 2006	**$ 26.24**	**January 12, 2007**

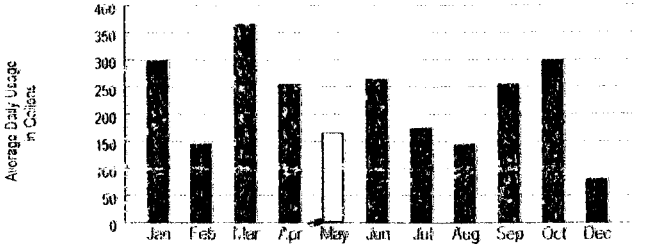
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Unit
97426180	5/8	12/14/06	50	Actual	381200	4,200	Gal
		10/25/06		Actual	377000		
Average Daily Usage = 84 Gallons		Total Days:	50		Total Usage:	4,200	Gal

Billing Detail

Amount Owed from Last Bill	$ 25.96	
Total Payments Received	25.96	
Balance	**0.00**	
Adjustments	25.96	Credit
Water Base Facility Charge	18.97	
4,200 gallons @ $0.00095 per gallon	3.98	
Current Water Charges	22.95	
Sewer Base Facility Charge	25.85	
4,200 gallons @ $0.00667 per gallon	1.10	
Current Sewer Charges	26.95	
Utility Tax	2.30	
Amount Due 01/12/07	**$ 26.24**	

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

Service To:
LEWIS HINES
2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633780
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
December 01, 2006	**$ 25.96**	**December 27, 2006**

Meter Data

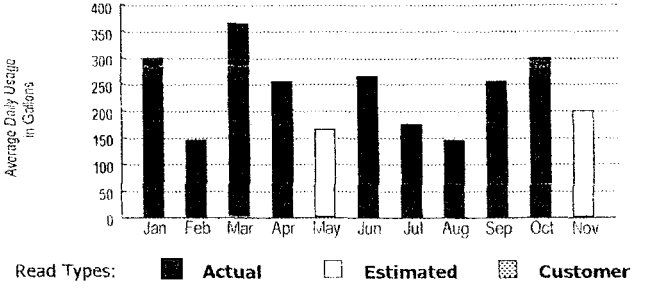
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426180	5/8	11/16/06	22	Estimated	381500	4,500	Gallons
		10/25/06		Actual	377000		

Average Daily Usage = 204 Gallons Total Days: 22 Total Usage: 4,500 Gallons

Billing Detail

Amount Owed from Last Bill	$ 45.20
Total Payments Received	45.20
Balance	**0.00**
Water Base Facility Charge	8.35
3,667 gallons @ $0.00095 per gallon	3.48
Next 833 gallons @ $0.0012 per gallon	1.00
Current Water Charges	12.83
Sewer Base Facility Charge	11.37
4,500 gallons @ $0.00667 per gallon	0.48
Current Sewer Charges	11.85
Utility Tax	1.28
Amount Due 12/27/06	**$ 25.96**

Water Usage History



Message Center

AQUA

Service To:
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2 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8446
Lot: 1190353 Block:

Account Number
000890620 0633780
ROSALIE OAKS

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Bryn Mawr, PA 19010-3489

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Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 18, 2007	**$ 170.96**	**June 11, 2007**

Meter Data

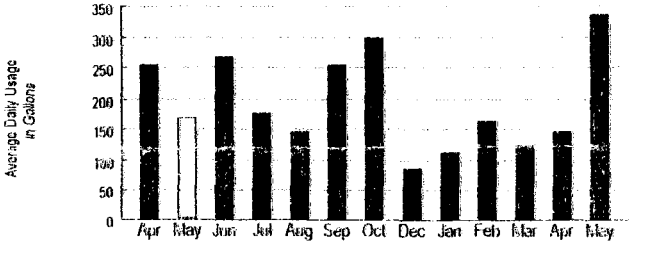
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426180	5/8	05/11/07	29	Actual	407300	9,800	Gallons
		04/12/07		Actual	397500		

Average Daily Usage = 337 Gallons Total Days: 29 Total Usage: 9,800 Gallons

Billing Detail

Amount Owed from Last Bill	$ 34.58
Total Payments Received	34.58
Balance	**0.00**
Current Water Charges	48.79
Current Sewer Charges	117.29
Utility Tax	4.88
Amount Due 06/11/07	**$ 170.96**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

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June 12, 2007

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☐ Administrative ☐ Parties ☑ Consumer
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Mr. & Mrs. Arthur Thomas
7117 SW Archer Road, Lot 98
Gainesville, Florida 32618

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Thomas:

Thank you for your fax to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

As you may know, the PSC is holding 12 customer meetings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these meetings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will

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Ms. Judith A. Beims
28129 Tammi Drive
Tavares, Florida 32778-9445

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Beims:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) dated May 30, 2007, in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

As you may know, the PSC is holding 12 customer meetings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these meetings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of customer concerns related to the billing practices of Aqua Utilities. We have received letters and heard customer testimony concerning various aspects of the billing process. Concerns raised by customers include: variation in the number of days in the billing cycle, inconsistent meter readings, modification of account numbers without prior notice, and the elimination of the breakdown of the base facility and gallonage charges.

Commission staff is in the process of investigating the billing concerns and are preparing interrogatories to which the utility must respond.

The Commission is also aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Mr. Richard J. Vaughn
35156 Zephyr Shores Drive
Zephyrhills, Florida 33541

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Vaughn:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

As you may know, the PSC is holding 12 customer meetings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these meetings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Ms. Linda Smith
129 Magnolia Street
Satsuma, Florida 32189

Re: Docket No. 060368-WS- Aqua Utilities Florida, Inc.

Dear Ms. Smith:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

As you may know, the PSC is holding 12 customer meetings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these meetings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

When a water or wastewater company files a petition for a rate increase, it may also request interim or temporary rates to be applied while the rate case is being considered by the Commission. Interim rates are granted if the utility demonstrates that it cannot earn its approved rate of return during the eight months a rate case typically takes to resolve.

I have enclosed a copy of Chapter 367.082, Florida Statutes, which defines how the Commission is to determine interim rates. The statute also provides that, if the final rates approved by the Commission are lower than the interim rates, the utility will be required to refund the excess revenue, plus interest, at a rate established by the Commission.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Dick Durbin

Dick Durbin
Regulatory Consultant

DD/jb
Enclosures (3)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

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June 12, 2007

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Mr. Don Soule
391 Velveteen Place
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Soule:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Ms. Sheila Adams
628 Red Pepper Loop
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Adams:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
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June 12, 2007

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DISTRIBUTION: _____

Ms. Denise Lingenfelter
483 Granite Circle
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Lingenfelter:

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

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Ms. Sandra U. Harrison
204 Camellia Drive
Satsuma, Florida 32189-2806

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Harrison:

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Mr. Kenneth Richardson
551 Granite Circle
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

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28032 Lois Drive
Tavares, Florida 32778

Re: Docket No. 060368-WS- Aqua Utilities Florida, Inc.

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I have enclosed a copy of Chapter 367.082, Florida Statutes, which defines how the Commission is to determine interim rates. The statute also provides that, if the final rates approved by the Commission are lower than the interim rates, the utility will be required to refund the excess revenue, plus interest, at a rate established by the Commission.

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Dick Durbin

Dick Durbin
Regulatory Consultant

DD/jb
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Mr. Mark Ricci
503 Granite Circle
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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June 12, 2007

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Mr. Nicholas Galante
Ms. Carolyn A. Galante
28031 Tammi Drive
Tavares, Florida 32778

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Galante:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) dated June 2, 2007, in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

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The Commission is aware of customer concerns related to the billing practices of Aqua Utilities. We have received letters and heard customer testimony concerning various aspects of the billing process. Concerns raised by customers include: variation in the number of days in the billing cycle, inconsistent meter readings, modification of account numbers without prior notice, and the elimination of the breakdown of the base facility and gallonage charges.

Commission staff is in the process of investigating the billing concerns and are preparing interrogatories to which the utility must respond.

The Commission is also aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Sincerely,

Dick Durbin

Dick Durbin
Regulatory Consultant

DD/jb
Enclosures
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June 12, 2007

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Mr. & Mrs. Kenneth L. Shafar
28012 Tammi Drive, Veneitian Village
Tavares, Florida 32778

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Shafar:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Ms. Minnie R. Smith
132 Magnolia Street
Satsuma, Florida 32189

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Smith:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Mr. & Mrs. Norman Bright
123 Peaceful Valley Road
Clarks Summit, Pennsylvania 18411

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Bright:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Mr. Barnett Hatchett
2002 Southwest 17th Street
Ocala, Florida 34474

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Hatchett:

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
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Zephyr Shores Property Owners, Inc. Robert S. Ellis, President
35112 Ada Avenue
Zephyrhills, Florida 33541

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Property Owners:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

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Mr. & Mrs. Robert Ellis
4600 Clarice Avenue
Zephyrhills, Florida 33541

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

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NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

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COMMISSION
CLERK

Public Service Commission

June 12, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Peter Huta
34950 Carl Avenue
Zephyrhills, Florida 33541

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Huta:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will

publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

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Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Beverly S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
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DIVISION OF REGULATORY COMPLIANCE AND CONSUMER ASSISTANCE
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June 12, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
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Ms. Irene Johns
11235 Rhonda Avenue
Port Richey, Florida 34668

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Johns

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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Public Service Commission

June 12, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. & Mrs. Raymond Fowler
1009 Oakhill Street
Seffner, Florida 33584

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Fowler

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
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Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
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Public Service Commission

June 12, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

Mr. Joseph Yeatts
1439 New Abby Avenue
Leesburg, Florida 28734

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Yeatts:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
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Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

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07 JUN 15 PM 12: 10

COMMISSION CLERK

Director, Division of the Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Attn: Kim

We are writing in regard to the proposed large rate increases by Aqua Utilities, Docket #060368-WS. We are concerned customers and must point out that these rates seem to be on the high end from other areas. We must live on a fixed income and do not approve of this rate increase.

If work has been done on the system as stated, our water pressure shows no improvement. Aqua Utilities bills in the last couple of months have not shown a breakdown as to what the base facility charges are for water & sewer or a breakdown for water and sewer usage. That leads me to believe that they do not want us to see the interim rate increase, which we also feel is unfair before an increase is actually approved.

Thank you in advance for your kind attention to this matter.

Very truly yours,

Rebecca & Earl Davidson

27645 Lois Drive

Tavares, FL 32778

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

DISTRIBUTION CENTER

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUN 15 PM 12:10
COMMISSION CLERK

Name Jamie Cheves
Address 7117 SW Archer RD Lot 2818
Gainesville FL 32608

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

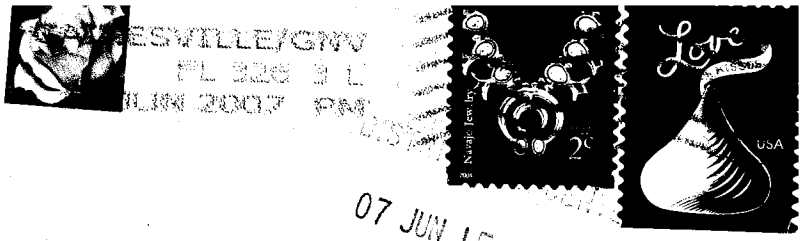
Their our only two people Living in my househole and we Never Ever Use this much water 4,600 Gallons in one month. We Also don't Like Estimated Bills. We would Like an Actual Reading Every month.

Account number
000906999-0619310

Jame Cheves

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape – see back for address



07 JUN 15 AM 7:14

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

DOCKET No. 060387-WS

Fold Here

Tape

Jamie Cheves
117 SW Archer Rd. Lot 2818
Gainesville, FL 32608-4664

Fold Here

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 JUN 15 PM 12:10
COMMISSION CLERK

Docket No. 060368-WS

Name MAYNARD BREEDEN

Address 211 HERMIT DR.

SATSUMA FL. 32189

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CONSUMER COMMENTS

I AM NOT IN FAVOR of REQUESTED FINAL INCREASE. I do NOT BELIEVE THAT Aqua Utilities of FL Inc. CAN JUSTIFY a 50% or MORE INCREASE, for THE CONDITION of THE WATER THEY Supply. I BELIEVE THE INTERIM RATES ARE SUFFICIENT FOR COST + PROFIT MARGIN FOR THEIR INVESTMENT IN THE HERMITS COVE WATER PLANT.

We in HERMITS COVE BELIEVE THAT EVERY COMPANY SHOULD MAKE A FAIR RETURN ON THEIR INVESTMENT BUT NOT AN OIL COMPANY PROFIT. EACH WATER + SEWER PLANT SHOULD BE VIEWED ~~as~~ individually FOR COST of OPERATING + ANNUAL MAINTENCE, NOT ACROSS THE BOARD as ONE.

Therefore WE OPPOSE THIS FINAL INCREASE.

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape -- see back for address

Maynard Breeden
211 Hermit Dr.
Satsuma, FL 32189-2821

AYTONA BEACH
FL 321 1 T
13 JUN 2007 PM

USA FIRST-CLASS FOREVER

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

32399+0850 C001

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07 JUN 15 AM 7:07

Tape

Fold Here

Application for a Rate Increase in

Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

RECEIVED-FPSC

07 JUN 15 PM 12:09

COMMISSION CLERK

Name Linda B. Mickle

Address 1771 SW Archer Rd Lot 111

Gainesville, Fl 32608

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Please consider doing something about getting the water Bill Lowered I live from paycheck to paycheck work at a store P time please.

I did not recieve a credit that says on the Bill.

I would be so grateful if you could do something about this. thanks for your consideration

Linda Mickle

Linda Mickle

Account # 00090667706 49037

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape – see back for address

Linda B. Mickle
7117 S.W. Archer Rd.
#111
Gainesville, FL 32608

111

Gainesville, FL 32608

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07 JUN 15 AM 7:13

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

DOCKET No. 060368-WS

32399+0850-39 C001

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Tape

Fold Here

AQUA

Service To:
LINDA B. MICKLE
7117 SW ARCHER RD UNIT 111
GAINESVILLE, FL 32608-4620
Lot: 1326138 Block:

Account Number
000906677 0649037
ARREDONDO FARMS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due da

Bill Date	Total Amount Due	Due Date
May 22, 2007	**$ 96.18**	**June 13, 2007**

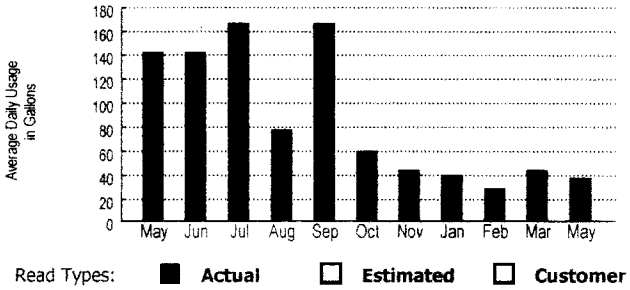
Meter Data

	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	56585824	5/8	05/16/07	21	Actual	1700	1,700	Gallc
			04/25/07		Actual	0		
Old Meter	93747991	5/8	04/25/07	44	Actual	467600	700	Gallc
*We have exchanged your meter during this billing period.			03/12/07		Actual	466900		
Average Daily Usage = 36 Gallons			Total Days:	65		Total Usage:	2,400	Gallc

Billing Detail

Amount Owed from Last Bill	$ 76.83	
Total Payments Received	0.00	
Balance	**76.83**	
Adjustments	76.83	Credit
Current Water Charges	41.00	
Current Sewer Charges	51.07	
Utility Tax	4.11	
Amount Due 06/13/07	**$ 96.18**	

Water Usage History



Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

State of Florida

ORIGINAL

Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

RECEIVED-FPSC
07 JUN 15 AM 8:27
COMMISSION CLERK

-M-E-M-O-R-A-N-D-U-M-

DATE: June 15, 2007

TO: Ann Cole, Commission Clerk

FROM: Lawrence D. Harris, Assistant to Commissioner Argenziano

RE: Correspondence received in Docket No. 060368-WS

Please place the attached correspondence from Orlando A. Carroll in the correspondence side of the above referenced docket. If you have any questions, please do not hesitate to contact me.

Attachment
Cc: Roberta Bass
William Garner
Jeremy Susac
Samantha Cibula
Rosanne Gervasi

June 6, 2007

RECEIVED
JUN 14 2007
F.P.S.C.
COMMISSIONER ARGENZIANO

Ms.
Nancy Argenziano
Florida Public Service Commissioner.
311 Senate Office Building..
400 South Monroe Street.
Tallahassee, FL. 32399-1100

Dear Madam:

SUBJECT: OUTRAGEOUS WATER/SEWER BILL FROM AQUA UTILITIES.
DOCKET No. 060368-SW.

As a current residence in Chuluota, Seminola FL. I'm disgruntled to hear that our water/sewer base rate will increase close to $100. This is unsatisfactory due to that our neighbors who live in older homes in the same city are paying a much less bill near $50. Are we simply getting that much better water that our neighbors ? Is there are any particular reason for the base rate increase ? Chuluota water rates are reported to be the highest in the southeastern U.S.

Please don't hesitate to respond by either contacting me or purging the rate increase.

Sincerely,

Orlando Carroll.

Orlando A. Carroll.

534 Granite Circle
Chuluota, FL. 32766

ORIGINAL

DISTRIBUTION CENTER
07 JUN 15 AM 7: 12

28600 Tammi Drive
Tavares, FL 32778

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

June 11, 2007

07 JUN 15 PM 12: 10
COMMISSION CLERK
RECEIVED-FPSC

Re; Docket Number 060368-WS

To Whom It May Concern:

We are writing to strongly protest the proposed rate increase by Aqua Utilities Florida, Inc. The proposed increases will more than double the current water charges and increase the sewer charges by more than 50%. Such levels of increase seem extremely excessive since we already have some of the highest water and sewer charges in the state. When there is a huge price increase in a given commodity it is often possible to alter one's usage to reduce the impact. An example would be the recent increase in gasoline prices. By significantly reducing the use of one's automobile, car-pooling and using public transportation an individual can reduce the effect of rising gasoline prices. Such is not the case with water as it is a basic necessity. We already practice low water usage in our household and it will be very difficult to reduce our usage further.

We do understand that Aqua Utilities has made some significant improvements in equipment in the area and we understand that a rate increase may be justified to recover some of the expenses. However, we find it hard to believe that the Utility is not already making a significant profit at their existing rates. We could be more sympathetic to the proposed changes if it were demonstrated that Aqua Utility was experiencing financial difficulty as a result of their having made the various capital improvements. Is it not true that these improvements will in fact make the system function more efficiently and in the long run save the company money? It seems unreasonable for the public to pay for improvements that will result in a more efficient system and ultimately increase the profits for Aqua Utilities Florida, Inc.

In summary we believe that the requested rate increase is outlandish and feel that much more financial justification should be forthcoming before such an increase is approved.

Sincerely,

Norman C. Negus

Patricia J. Negus

CMP ____
COM ____
CTR ____
ECR ___|___
GCL ___|___
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

ORIGINAL

DISTRIBUTION CENTER
07 JUN 14 AM 7:44

Director,
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

RECEIVED-FPSC
07 JUN 14 AM 10:03
COMMISSION CLERK

Docket No. 060368-WS

Gibson Park subdivision: surveyed by B.M. Higgenbotham April, 1956, filed 04-27-1956. File # 777484 Lot 7 Block C Gibson Park P.B. 40 pg 8.

Exhibit I Gibson Park denoted on all documents not Lake Gibson Estates.

Southern States Utilities, 1000 Color Place, Apopka, Fl. 32703 was the provider of water and wastewater service. Meter # 98281466 established in 1966 is still in use, never having been replaced by any of the Utilities previous or current owners.

We acquired Lot 7 Block C Gibson Park Lakeland, Fl 33809-3522 on April 1st, 1994. This home was built in 1966.

Exhibit II Florida Water Services Corporation owned this facility records showing "Price Index Rate Adjustments" November, 2001 (copy enclosed front & back).

CMP ____
COM ____
CTR ____
ECR ___|___
GCL ___|___
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Exhibit IV Notice Nov. 15, 2005 Lake Gibson Estates Utility Company? filed Notice of Intention to increase water and wastewater rates in Polk County effective January 14, 2006. This printed notice had Lake Gibson Estates Utility Company and Aqua Utilities Fl. Inc. below.
Where or when did Lake Gibson Estates Utility Company come into existence? No notification was provided to Gibson Park customers.
Interim rates have been taken from year 1994 including this filing effective as of January 14, 2006. This is a disclaimer of the statement in Docket # 060368-WS issued April 11, 2007 stating no increases.

Exhibit V Account numbers were changed effective November, 2006 from 00028512 1-0 to 00903933 0646448. Meter numbers remained the same as in 2001 and prior. There were no new meters.

Exhibit VI Notification Docket # 060368-WS issued April 11, 2007
See error for stated availability of this document: Polk County Library City Hall, 228 Massachusetts Avenue Lakeland, Fl. 33801, Phone 863-834-6000. This phone number and facility had no knowledge of this document. This document, Docket # 060368 was available

until week of May 21, 2007 when it then was available at Lakeland Public Library. (This information of date of availability was obtained from Jane, Reference Librarian. Lakeland Public Library is located at 100 Lake Morton Dr., Lakeland, Fl. 33801.)

Exhibit VII Newspaper legal notice appeared and published Friday May 18th, 2007 in The Ledger, Lakeland, Fl B 2 section:
Notice of Commission Customer Service Hearings
Date & Time: June 13, 2007 at 10:30 A.M.
Place: Palm Beach County Library System - Green Acres Branch
3750 Jog Road
Green Acres, Fl 33467

Exhibit VIII Legal notice mailed May 22, 2007 stating meeting Notice of Commission Customer Service Hearings:
Date and Time: June 13, 2007 at 6:00 P.M.
Place City Commission Chambers (3rd Floor)
228 S. Massachusetts Avenue
Lakeland, Fl 33801

Perusing the report Docket #060368-WS, a statement was printed saying Aqua Utilities Fl., Inc. had expended $1000 per customer and wished to recoup their expenditures. The statement on the report utilized this claim:

"Prior owner did not allocate all administration costs to entities" as a basis for the huge increase needed.

In Gibson Park subdivision, the only repairs of which we are aware is the S.E. corner of Flamingo Ave and Bluebird Avenue. Water was seeping and standing. We alerted Aqua Utilities Fl., Inc. There was a break and a blockage in wastewater and water lines. A back up of wastewater into our home caused damage in 2005. We fully replaced our line from the house to the street connection. They (Aqua) claimed the blockage did not cause our problem. Evidently the repair was not done properly as once again water was seeping and standing on corner of Bluebird Avenue and Flamingo Avenue in 2007. We alerted Aqua Utilities Fl. Inc. and the repair was redone. We once again called the Aqua Utilities Fl. Inc as the road was not properly repaired. They responded, came back, dug a larger hole, blacktopped it and laid some sod.

Water not draining and standing has been a problem on corner of Bluebird Avenue and Driftwood Dr.

Noted on the reports for rate increase concerning Docket #060368-WS was: No Construction in progress 2005, 2006, 2007.

Consequently we believe this huge increase is unsubstantiated based on prior rate increases. The purchase price should have reflected the immediate and future needs. Sellers should have provided for this at time of sale. Purchaser should have investigated and be made aware of conditions as any wise purchaser would have. Seller would have a lesser profit, purchaser a lower price.
There has been no difference in services from one owner to another. Water pressure has been adequate.

Who are the new additions and meter installations? If they are new businesses and subdivisions, then developers, contractors or purchaser should be liable.

People on fixed incomes can not absorb a rate increase of this magnitude. We are already inundated from rising costs of electricity, gasoline, food and medicine. We conserve our water and do not water the lawn.

If the sewer rates are approved to $100.58 based on 5/8 pipe in our case and $21.75 for water without fees and taxes, this would be $122.33 a month, $1467.96 a year. Compare these figures to the $197.48 from January through May which includes tax and fees. Under the new rates $611.65 would be the cost for the same period plus taxes and fees. This denotes an increase in 5 months of $414.17 plus the additional tax and fees. This is astronomical. We object wholeheartedly to this rate increase.

Please enter this correspondence into the records against the proposed rate increase of Docket # 060368-WS. (6 pages, 8 exhibits).

Thank you!

John H. Mansfield
Betty C. Mansfield
5528 Flamingo Dr.
Lakeland, Fl 33809-3522
Ph. 863-859-7367

LAWYERS TITLE INSURANCE CORPORATION
INDIVIDUAL

Exhibit I

This Warranty Deed made this 31st day of March, 1994 between

Harold L. Akins, widower and surviving spouse of Billie D. Akins, deceased

Whose mailing address is: 5265 Palisade Dr.
Spring Hill, Florida 34607

Hereinafter called the Grantor, and

John W. Mansfield and Betty A. Mansfield, his wife

Whose mailing address is: 5528 Flamigo Avenue
Lakeland, FL 33809

Hereinafter called the Grantee,
WITNESSETH, that the Grantor, for and in consideration of the sum of (10.00) and other valuable considerations the receipt whereof is hereby acknowledged has granted, bargained, and sold unto the Grantee, and Grantee's successors, and assigns forever, all that certain parcel of land in the county of Polk and State of Florida to wit:

Lot 7 in Block C of GIBSON PARK, according to the map or plat thereof recorded in Plat Book 40, Page 8, of the public records of Polk County, Florida.

Tax ID#24-27-23-008800-109959

3370 0647
POLK OFF. REC. PAGE

94 APR -4 PM 2:16

DEPT 115 5.00
DEPT 291 1.00
DEPT 251 560.00
833 #
CHECKS 566.00
04/04/94 7882ARIM

560.00

Documentary Tax Pd. $ 560.00
Intangible Tax Pd. $ —
E.D. "Bud" Dixon, Clerk, Polk Co.
By: DC Deputy Clerk

044357

TAX FOLIO NUMBER
and Grantor does hereby fully warrant title to said land and will defend the same against the lawful claims of all persons whomsoever, except taxes for the year 1994 and subsequent, and restrictions, limitations, covenants, and easements of record, if any. ("Grantor and Grantee" are used herein for singular or plural, the singular shall include plural, and any gender shall include all genders, as context requires.)

Signed, Sealed, and Delivered in our presence:

(Wit.) Paula M. Smith — Paula M. Smith — Harold L. Akins (SEAL) — Harold L. Akins

(Wit.) Lorena K. Skrine — Lorena K. Skrine — (SEAL)

(Wit.) _____ — _____ (SEAL)

(Wit.) _____ — _____ (SEAL)

FILED, RECORDED, AND RECORD VERIFIED
E. D. "Bud" DIXON, Clk. Cir. Ct.
POLK COUNTY, FLA.
BY DC D.C.

State of Florida
County of Polk

The foregoing instrument was acknowledged before me on this 31st day of March , 1994 by Harold L. Akins, widower and surviving spouse of Billie D. Akins, deceased who is personally known to me or has produced driver's license as identification and not take an oath.

WITNESS my signature and official seal in the county and state last aforesaid.

Lorena K. Skrine
(Notary Public) Lorena K. Skrine

My commision expires
(Affix Notary Seal)
PREPARED BY: Thalia T. Duclos
LAWYERS TITLE INSURANCE CORPORATION
202 Lake Miriam Drive, Suite 1-E
Lakeland, Florida 33813

OFFICIAL NOTARY SEAL
LORENA K SKRINE
NOTARY PUBLIC STATE OF FLORIDA
COMMISSION NO. CC342469
MY COMMISSION EXP. FEB. 6,1998

LTIC NO. 9400692

5.00 Rec'd
6.00 pd p'd

RETURN TO: Lakeland
LAWYERS TITLE-OFFICE BOX

Florida Water SERVICES

Ep. #II

NOTICE TO CUSTOMERS
IN
Gibsonia Estates, Lake Gibson, Orange Hill and Sugar Creek
in Polk County

Dated: November 2001

Dear Customer:

In July of 1980, the Florida Legislature passed a law permitting water and wastewater utilities to adjust their rates without the utilities' customers bearing the additional expense of a public hearing. This law can be found in the Florida Statutes, Section 367.081(4)(a). **"Price Index Rate Adjustments"** result from increases or decreases in non-controllable expenses subject to inflationary pressures. These expenses include chemicals and other general operation and maintenance costs.

Pursuant to this provision of Florida law and Rule 25-30.420, Florida Administrative Code, on September 27, 2001, Florida Water Services Corporation – Polk County Systems filed its Price Index Rate Adjustment with the Florida Public Service Commission. If approved by the Commission as submitted, water rates for Gibsonia Estates will increase by approximately 2.7962%, for Lake Gibson approximately 2.1029% and for Orange Hill/Sugar Creek approximately 1.5576%. Wastewater rates for Lake Gibson will increase by approximately 2.0363%. The schedule set forth on the back of this page shows the current and new rates for your service area. The new rates will be effective for service rendered on or after November 26, 2001.

If you have any questions concerning your bill or this notice, please call our Customer Care Specialists at (800) 432-4501 between the hours of 8:00 a.m. and 7:00 p.m. weekdays.

Written comments to the Commission regarding Florida Water, its rates or service may be directed to the following address: Division of Consumer Affairs, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850. Such correspondence should refer to the 2001 Price Index. You may also call the Commission's Division of Consumer Affairs at the following toll-free number: (800) 342-3552.

Sincerely,

Florida Water Services Corporation

Florida Water SERVICES

FORWARDING SERVICE REQUESTED

Exh. 11

Late increase

MAILED AT
ORLANDO, FL
DROP SHIPMENT
AUTHORIZATION 125

PRESORTED FIRST CLASS

APOPKA
NOV 16 '01
FL

U.S. POSTAGE
0.28
PB METER
6877409

ALMB 33809

SCANNED

NOTICE OF APPLICATION FOR SALE OF FACILITIES

(Section 367.071, Florida Statutes)

LEGAL NOTICE

Notice is hereby given on August 24, 2004, pursuant to Section 367.071, Florida Statutes, of the application of Florida Water Services, Corporation (Applicant) for the sale to Aqua Utilities Florida, Inc. (Purchaser) of the facilities providing service to the areas listed on the succeeding pages. Please note that this application is not a request for a change in rates.

The full legal descriptions of the service areas are available upon written request to the Applicant at the address listed below.

Any objection to this Application must be made in writing and filed with the Director, Division of the Commission Clerk & Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within thirty (30) days from the date of this notice. At the same time, a copy of said objection should be mailed to the Applicant and the Purchaser whose addresses are set forth below. The objection must state the grounds for the objection with particularity.

Applicant:

Florida Water Services Corporation
Attn: Melissa Taylor, Esquire
P.O. Box 609520
Orlando, FL 32860-9520

Purchaser:

Aqua Utilities Florida, Inc.
Attn: Kathy L. Pape, Esquire
762 West Lancaster Avenue
Bryn Mawr, PA 19010

FLORIDA WATER SERVICES CORPORATION'S
FACILITIES IN FLORIDA COUNTIES
BEING SOLD TO AQUA UTILITIES FLORIDA, INC.

Brevard County

Kingswood (water):
Township 21 South, Range 34 East, Section 14

Oakwood (water):
Township 21 South, Range 35 East, Sections 7 & 8

Highlands County

Leisure Lakes (Covered Bridge) (water & wastewater):
Township 36 South, Range 29 East, Sections 15 & 16

Lake County

Carlton Village (water):
Township 18 South, Range 24 East, Sections 11 & 14

East Lake Harris Estates (water):
Township 20 South, Range 26 East, Sections 20 & 29

Fern Terrace (water):
Township 19 South, Range 25 East, Sections 19, 20, 29 & 30

Friendly Center (water):
Township 20 South, Range 26 East, Section 30

Grand Terrace (water):
Township 18 South, Range 26 East, Section 32

Hobby Hills (water):
Township 18 South, Range 24 East, Sections 27 & 28

Holiday Haven (water):
Township 15 South, Range 28 East, Sections 30 & 37

Holiday Haven (wastewater):
Township 15 South, Range 28 East, Section 30

Imperial Mobile Terrace (water):
Township 19 South, Range 25 East, Section 25

Morningview (water & wastewater):
Township 20 South, Range 24 East, Section 2

Palms Mobile Home Park (water):
Township 20 South, Range 24 East, Section 36

Picciola Island (water):
Township 19 South, Range 24 East, Sections 11-13

Piney Woods (water):
Township 18 South, Range 24 East, Sections 32 & 33

Quail Ridge (water):
Township 18 South, Range 25 East, Sections 24 & 25

Silver Lake Estates (water):
Township 19 South, Range 25 East, Sections 10, 11, 14 & 15

Skycrest (water):
Township 18 South, Range 24 East, Sections 27, 33 & 34

Stone Mountain (water):
Township 20 South, Range 25 East, Section 18

Valencia Terrace (water & wastewater):
Township 19 South, Range 24 East, Sections 10 & 11

Venetian Village (water):
Township 20 South, Range 26 East, Sections 10, 11, 14 & 15

Venetian Village (wastewater):
Township 20 South, Range 26 East, Sections 11 & 14

Western Shores (water):
Township 19 South, Range 25 East, Sections 1 & 12;
Township 19 South, Range 26 East, Sections 7 & 18

FLORIDA WATER SERVICES CORPORATION'S
FACILITIES IN FLORIDA COUNTIES
BEING SOLD TO AQUA UTILITIES FLORIDA, INC
(Continued)

Orange County

Tangerine (water):
Township 20 South, Range 27 East, Sections 4-9, & 16-18

Pasco County

Palm Terrace (water & wastewater):
Township 25 South, Range 16 East, Sections 10 & 15

Zephyr Shores (water & wastewater):
Township 26 South, Range 21 East, Sections 17 & 18

Polk County

Gibsonia Estates (water):
Township 27 South, Range 23 East, Sections 23-26

Lake Gibson Estates (water & wastewater):
Township 27 South, Range 23 East, Section 24;
Township 27 South, Range 24 East, Section 19

Orange Hill/Sugar Creek (water):
Township 28 South, Range 25 East, Section 28

Putnam County

Beecher's Point (water & wastewater):
Township 12 South, Range 26 East, Section 40

Hermits Cove (water):
Township 10 South, Range 26 East, Sections 33 & 39

Interlachen Lake Estates (water):
Township 10 South, Range 25 East, Sections 7 & 18

Palm Port (water & wastewater):
Township 9 South, Range 27 East, Section 40

Park Manor (water & wastewater):
Township 10 South, Range 25 East, Section 18

Pomona Park (water):
Township 11 South, Range 27 East, Sections 31-33

River Grove (water):
Township 10 South, Range 27 East, Section 38

Saratoga Harbour (water):
Township 11 South, Range 26 East, Section 39

Silver Lake Oaks (water & wastewater):
Township 10 South, Range 26 East, Section 17

St. Johns Highlands (water):
Township 11 South, Range 26 East, Section 39

Welaka (water):
Township 11 South, Range 26 East, Section 39

Wootens (water):
Township 13 South, Range 26 East, Section 41

Seminole County

Florida Central Commerce Park (wastewater):
Township 21 South, Range 30 East, Section 6

Harmony Homes (water):
Township 21 South, Range 30 East, Section 7

FLORIDA WATER SERVICES CORPORATION'S
FACILITIES IN FLORIDA COUNTIES
BEING SOLD TO AQUA UTILITIES FLORIDA, INC
(Continued)

Volusia County

Jungle Den (water & wastewater):

Township 15 South, Range 28 East, Sections 19 & 30

Tomoka/Twin Rivers (water):

Township 14 South, Range 32 East, Section 30;
Township 14 South, Range 31 East, Section 25

Washington County

Sunny Hills (water):

Township 2 North, Range 13 West, Sections 1, 4-9, 11-31, 35 & 36;
Township 2 North, Range 14 West, Sections 13, 24-27, 34-36;
Township 1 North, Range 13 West, Section 2;
Township 1 North, Range 14 West, Sections 2 & 3

Sunny Hills (wastewater):

Township 2 North, Range 13 West, Sections 7, 8, 15-22, 28-31;
Township 2 North, Range 14 West, Sections 25 & 36

JOHN W MANSFIELD
5528 FLAMINGO AVE

PLANT # 210
CUST # 285121

LAKELAND FL 33809-3522

565

Exh. IV

NOTICE TO CUSTOMERS

Pursuant to Section 367.081 (4) (a), Florida Statutes, water and wastewater utilities are permitted to adjust, twice a year, the rates and charges to its customers without those customers bearing the additional expense of a public hearing. These adjustments in rates would depend on increases or decreased in noncontrollable expenses subject to inflationary pressures such as chemicals, and other general operation and maintenance costs.

On November 15, 2005, Lake Gibson Estates Utility Company, filed its Notice of Intention with the Florida Public Service Commission to increase water and wastewater rates in Polk County pursuant to this Statute. The filing is subject to review by the Commission Staff for accuracy and completeness. Water rates will increase by approximately 3.74% and wastewater rates by 0.32%. These rates will be effective for service rendered on and after January 14, 2006.

If you should have any questions, you may call the utility at 1-800-250-7532. Be sure to have your account number handy for quick reference.

Lake Gibson Estates Utility Company
Aqua Utilities Florida, Inc.

AQUA
Utilities Florida

Aqua Utilities Florida, Inc.
8374 Market Street, #419
Bradenton, FL 34202

An **Aqua America** Company

FIRST CLASS
MAIL
US POSTAGE
PAID
PERMIT 61
MANASOTA FL

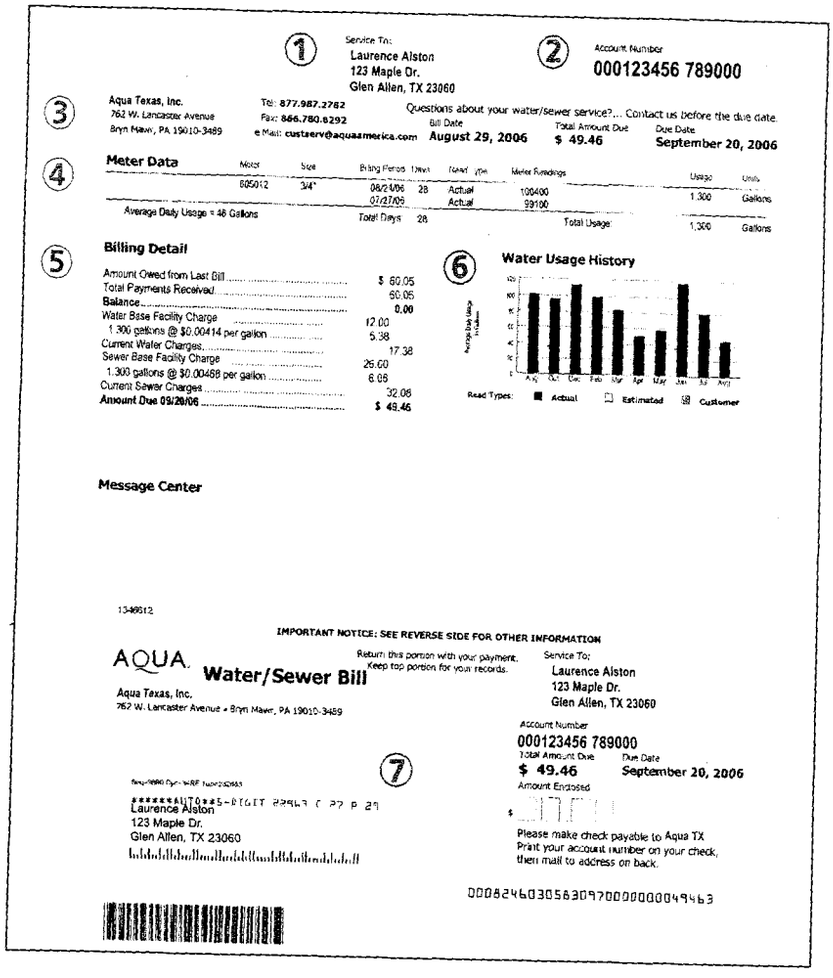
6699

John W Mansfield
5528 Flamingo Ave
Lakeland FL 33809-3522

33809+3522 08

How to Read Your Bill

Beginning in November, we introduced a redesigned, easy-to-read bill. Below you'll find a legend detailing the new features of your bill.



1 Service To:
Laurence Alston
123 Maple Dr.
Glen Allen, TX 23060

2 Account Number
000123456 789000

3 Aqua Texas, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489
Tel: 877.987.2762
Fax: 866.780.6292
e Mail: custserv@aquaamerica.com

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

Bill Date	Total Amount Due	Due Date
August 29, 2006	$ 49.46	September 20, 2006

4 **Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
805012	3/4"	08/31/06	28	Actual	100400	1,300	Gallons
		07/27/06		Actual	99100		

Average Daily Usage = 46 Gallons — Total Days 28 — Total Usage 1,300 Gallons

5 **Billing Detail**

Amount Owed from Last Bill	$ 60.05
Total Payments Received	60.05
Balance	**0.00**
Water Base Facility Charge	17.00
1,300 gallons @ $0.00414 per gallon	5.38
Current Water Charges	17.38
Sewer Base Facility Charge	26.00
1,300 gallons @ $0.00468 per gallon	6.08
Current Sewer Charges	32.08
Amount Due 09/20/06	**$ 49.46**

6 **Water Usage History**

Read Types: Actual, Estimated, Customer

Message Center

1346812

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

AQUA. **Water/Sewer Bill**

Return this portion with your payment. Keep top portion for your records.

Aqua Texas, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
Laurence Alston
123 Maple Dr.
Glen Allen, TX 23060

Account Number
000123456 789000

Total Amount Due $ 49.46 — Due Date September 20, 2006

Amount Enclosed $

7

Laurence Alston
123 Maple Dr.
Glen Allen, TX 23060

Please make check payable to Aqua TX
Print your account number on your check, then mail to address on back.

00082460305830970000000049463

1. **Service address** - The property for which the water service has been provided.
2. **Account number** - This is a **new account number** that identifies your billing and your service account with the water company. Additionally, your new account number will allow you to access automated account information when calling customer service. If you are currently making payments through an online banking service it is important that you update your account information to ensure no delay in processing your payment information.
3. **How to reach us** - Customer service mailing address, phone and fax numbers and e-mail address.
4. **Usage data** - Includes your water meter's identification number and size, the dates of your billing period and the amount of water that was metered during the billing period.
5. **Bill calculation** - Shows base facility charge, usage calculation, any applicable surcharges and total charges for the current billing period.
6. **Water use history chart** - Provides a 13-month usage history for customers who are billed monthly or a 15-month chart for customers who are billed quarterly.
7. **Payment coupon** - return this portion with your bill payment.

Exh. VI

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN POLK COUNTY, FLORIDA BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring these systems in July 2004. Since then, the Utility will have invested more than $340,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the sewage treatment facility, as well as replacing deteriorating pipe that carries waste to the plant. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Polk County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Polk County Library
City Hall – 228 S. Massachusetts Avenue
Lakeland, Florida 33801
Phone: 863.834.6000

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearing – June 13, 2007 at 6:00 p.m., at the Lakeland City Commission Chambers, 3rd Floor, 228 S. Massachusetts Avenue, Lakeland, Florida 33801.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

LAKE GIBSON ESTATES MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 7.05	$ 8.15	$ 21.75
3/4 inch	$ -	$ 8.15	$ 32.63
1 inch	$ -	$ 8.15	$ 54.38
1 1/2 inch	$ -	$ 8.15	$ 108.76
2 inch	$ -	$ 8.15	$ 174.01
3 inch	$ -	$ 8.15	$ 348.02
4 inch	$ -	$ 8.15	$ 543.79
6 inch	$ -	$ 8.15	$ 1,087.57
8 inch	$ -	$ 8.15	$ 1,740.12
10 inch	$ -	$ 8.15	$ 2,501.42

	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	$ 1.02	$ 2.33	
< 6,001 (Residential)			$ 2.84
Over 6,000 (Residential)			$ 3.55
Non-residential			$ 2.84

LAKE GIBSON ESTATES MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 26.81	$ 38.10	$ 100.58
3/4 inch	$ 26.81	$ 38.10	$ 150.87
1 inch	$ 26.81	$ 38.10	$ 251.45
1 1/2 inch	$ 26.81	$ 38.10	$ 502.90
2 inch	$ 26.81	$ 38.10	$ 804.63
3 inch	$ 26.81	$ 38.10	$ 1,609.27
4 inch	$ 26.81	$ 38.10	$ 2,514.48
6 inch	$ 26.81	$ 38.10	$ 5,028.95
8 inch	$ 26.81	$ 38.10	$ 8,046.33
10 inch	$ 26.81	$ 38.10	$ 11,566.60

	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	-	-	6,000
Residential use to cap	$ -		$ 7.72
Non-residential	$ -	-	$ 9.26

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

Exh VII

Legal Notice

Notice of Commission Customer Service Hearings

RE: Application by Aqua Utilities Florida, Inc. (Utility) for rate increase in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. (Docket No. 060368-WS)

Date of Publication: May 18, 2007

Notice is hereby given that the Florida Public Service Commission will hold customer service hearings in the above-referenced docket to consider the Utility's application for an increase in water and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. The purpose of the customer service hearings is to allow customers the opportunity to comment on the Utility's proposed final rates or service. The nearest customer service hearing to you will be conducted at the following time and place:

Date and Time:	June 13, 2007 at 10:30 a.m.
Place:	Palm Beach County Library System - Green Acres Branch 3750 Jog Road Green Acres, FL 33467

At the hearing, customers will be given opportunity to present testimony and other evidence concerning the Utility's proposed rates or service. All witnesses shall be subject to cross-examination at the conclusion of their testimony.

Any customer comments regarding the Utility's service or the proposed rate increase should be addressed to the Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Such comments should identify Docket No. 060368-WS assigned to this proceeding.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Commission's Division of Regulatory Compliance and Consumer Assistance at 800.342.3552 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 800.955.8771 (TDD).

X378 5-18; 2007

Exh. VIII

Legal Notice

Notice of Commission Customer Service Hearings

RE: Application by Aqua Utilities Florida, Inc. (Utility) for rate increase in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. (Docket No. 060368-WS)

Date of Publication: May 22, 2007

Notice is hereby given that the Florida Public Service Commission will hold customer service hearings in the above-referenced docket to consider the Utility's application for an increase in water and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. The purpose of the customer service hearings is to allow customers the opportunity to comment on the Utility's proposed final [illegible] or service. The nearest customer service hearing to you will be conducted at the following time and [illegible]

Date and Time: June 13, 2007 at 6:00 p.m.
Place: City Commission Chambers (3rd Floor)
228 S. Massachusetts Avenue
Lakeland, FL 33801

At the hearing, customers will be given opportunity to present testimony and other evidence concerning the Utility's proposed rates or service. All witnesses shall be subject to cross-examination at the conclusion of their testimony.

Any customer comments regarding the Utility's service or the proposed rate increase should be addressed to the Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Such comments should identify Docket No. 060368-WS assigned to this proceeding.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Commission's Division of Regulatory Compliance and Consumer Assistance at 800.342.3552 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 800.955.8771 (TDD).

ORIGINAL

RECEIVED-FPSC
07 JUN 14 AM 10: 01
COMMISSION
CLERK

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida, 32756

Ward W. Sparks
33520 Picciola Dr
Fruitland Park, Florida, 34731

June 10, 2007

Dear Sir,
We are writing you today regarding Docket No. 060368-WS regarding a rate increase proposed by Aqua Utilities Florida Inc.

We have lived on Picciola Island and have been served by the same water system for over 11 years. We have had and still have good reliable and safe service that has been adequate to meet our needs through the years. The water demand on Picciola Island has not significantly increased because the island has been almost fully built up for many years.

In the 11 years since we have lived here the water rates have gradually doubled. Now the proposal is to double them again in one step. This type of increase gives us many legitimate concerns:

- Over this same period of time, wages have not doubled twice.
- We have read the request to recover the $22 million invested overall and specifically $3 million spent in Lake County. Permanently doubling the water bill will certainly pay back the cost of the investment over time but it will also guarantee excessive profits in the future. Will a rate decrease be sought when the $22 million is recovered along with a reasonable return on investment?
- Doubling the water bills in one step sets a very drastic precedent. As a supervising engineer at a public utility for 25 years I was very aware of our ongoing requests for rate increases. These requests were presented every three years were for increases on the order of 5% to 15%. Our utility was satisfied to get an increase of 1/2 to 2/3 of the requested increase.

We appreciate your time and trouble that you have taken to read this letter. We would have presented our concerns at the service hearings but we will be out of Florida due to a previous commitment on the scheduled hearing date. We will try to be present for the October hearings.

Sincerely,

Ward and Elaine Sparks

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

RECEIVED-FPSC
07 JUN 14 AM 9:59
DISTRIBUTION CENTER
07 JUN 18 AM 7:50
COMMISSION CLERK

DOCKET NO. 060368-WS

Name John & Barbara Sachs

Address 7117 S.W. Archer Rd. #2615
Gainesville, Fl. 32608

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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 6/13/07

My husband is retired and on disability. I will be retiring soon. We feel that this amount you are charging is completely out of line. People in this area are on a fixed income. Also our neighbors that are on G.R.U. water & sewer have a much lower bill with better water. We cannot drink this water without getting sick! I called last week and spoke with Deloras. She told me that someone would be out to check our meter within 2 days. It is now June 13th - no one has bothered coming here to read any meters. How can you run a business that rips people off. How can you sleep at night. You should be ashamed! Mr. John Sachs

CMP
COM
CTR
ECR 1
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Fold and tape – see back for address

STAMP

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

DOCKET No. 060368-WS

Fold Here

Tape

Fold Here

AQUA

Service To:
JOHN SACKS
7117 SW ARCHER RD UNIT 2615
GAINESVILLE, FL 32608-4656
Lot: 1326146 Block:

Account Number
000906952 0649269
ARREDONDO FARMS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 22, 2007	**$ 148.10**	**June 13, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93878792	5/8	05/16/07	23	Estimated	655500	4,100	Gallons
		04/23/07		Estimated	651400		

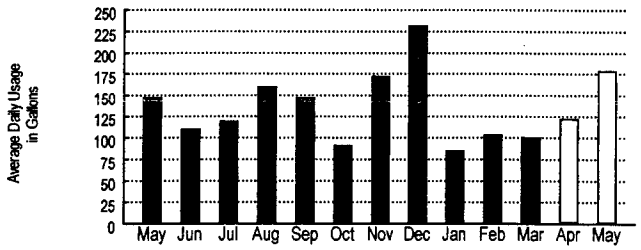
Average Daily Usage = 178 Gallons Total Days: 23 Total Usage: 4,100 Gallons

Billing Detail

Amount Owed from Last Bill	$ 82.25
Total Payments Received	0.00
Balance	**82.25**
Current Water Charges	25.92
Current Sewer Charges	37.34
Utility Tax	2.59
Amount Due 06/13/07	**$ 148.10**

6/5/07 8:00 Deloras

Water Usage History



Read Types: **Actual** **Estimated** **Customer**

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336568 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL2010042 PAP-515-A-REV 01/0

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
JOHN SACKS
7117 SW ARCHER RD UNIT 2615
GAINESVILLE, FL 32608-4656
Lot: 1326146 Block:

Account Number
000906952 0649269

Total Amount Due **$ 148.10**
Due Date **June 13, 2007**

Amount Enclosed
$ ☐☐☐.☐☐

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

Seq=422 Cyc=33M9 1up=334079 PC=BLAF BLAF

JOHN SACKS
7117 SW ARCHER RD LOT 2615
GAINESVILLE FL 32608-4656

0009069520649269000000148108

Docket # 060368

ORIGINAL

RECEIVED-FPSC

07 JUN 13 AM 10:03

COMMISSION CLERK

COLDWELL BANKER

RESIDENTIAL
REAL ESTATE, INC.

3003 S. FLORIDA AVE., SUITE 104
LAKELAND, FL 33803

OFFICE (863) 687-2233
FAX (863) 688-6156

June 6, 2007

Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399 0870

To Whom It May Concern:

I am CONCERNED about what Aqua Utilities is proposing regarding rates hikes in our water bills. I am on sewer and am thankful to be so because I live on a clean lake and feel like sewer is the best thing for the lake, however, I am horrified that my sewer bill will be at $100 base a month. That is an outrageous and unaffordable hike, not only for me, but for the other neighbors that were "responsible" in using sewer over septic when they had a choice.

I am also horrified by the increase in water rates that they are proposing. The increase seems totally out of line and as a realtor that sells a great number of homes is in this area, I can assure you that it will effect our ability to sell these homes and thus hurting the homeowners once again in a market that is depreciating and in an area that has an abundance of homes on the market. If rates need to be increased somewhere, please consider putting it on new construction and hopefully slow the growth in the area that way instead of hurting the current homeowner. This will be a huge financial burden on many of the long term residents and businesses in this area. If the rates are out of line with the community, we'll never be able to "move" these homes, which is totally unfair to the homeowners who have no choice in who to use as their water supplier.

We are already seeing the effect of higher taxes and insurance. If water bills are out of line as well, you are doing a huge disservice to this area in North Lakeland.

I humbly and urgently ask you to not give them the increase that they are requesting.

Sincerely,

Fran Williams
Coldwell Banker Residential Real Estate

CMP ____
COM ____
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RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

ORIGINAL Docket # 060368

RECEIVED-FPSC

07 JUN 13 AM 10: 03

COMMISSION CLERK

BILL MCCOLLUM
ATTORNEY GENERAL
STATE OF FLORIDA

OFFICE OF THE ATTORNEY GENERAL
Office of Citizen Services
The Capitol
Tallahassee, Florida 32399-1050

Telephone (850) 414-3990 SUNCOM 994-3990
FAX (850) 410-1630 SUNCOM 210-1630

June 6, 2007

Mr and Mrs. Brett and Denise Lingenfelter
483 Granite Circle
Chuluota, Florida 32766

Dear Ms. Lingenfelter:

Attorney General Bill McCollum has received your letter regarding a possible increase in your water services.

In an effort to be of assistance, we have taken the liberty of forwarding your correspondence to the Florida Public Service Commission, the state agency which regulates investor-owned utilities including long distance carriers. The telephone number is (850) 413-6100, or toll-free (800) 342-3552 from within Florida.

We hope this referral proves helpful. Thank you for contacting the Florida Attorney General's Office.

If you would like to keep current with news on Attorney General McCollum's efforts to fight fraud please visit our website and subscribe to the Attorney General's weekly and monthly electronic newsletters: http://myfloridalegal.com/NewsBrie.nsf/Subscriber

Sincerely,

OFFICE OF CITIZEN SERVICES
Florida Attorney General's Office

OCS/ac

cc: Public Service Commission
Consumer Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

CMP	
COM	
CTR	
ECR	1
GCL	1
OPC	
RCA	
SCR	
SGA	
SEC	
OTH	

Denise Lingenfelter
483 Granite Circle
Chuluota, FL 32766
386-846-2418 (cell)
407-977-2243 (home)
deeling@cfl.rr.com

CS/utilities
whoever replies search online rates

May 16, 2007

To whom it may concern,

There will be a meeting held on June 26,2007 that is to be about tripling the amount of our water bill!! It seems that we are only talking about the new homes in Chuluota. The people on the next street over from us are paying an average of $50.00 a month for water service now! We pay an average of $150.00 per month!!! What is the reason for that? Why? Now they want to raise it!! Not just a little but almost triple what we are paying now? $400.00 a month for water that has contaminants?!! Water that we don't even drink! Can't drink!!! I do not even like to bathe in the water or wash my clothes in it, because the scent lingers on you and your clothes! I use more scented products now because I have to mask the smell of the water!!

How can these people do this to us?! Is this legal?! Unfortunately we don't have a choice in the matter because they are the ONLY water company servicing the area!!!

They have us by the balls!! There must be something we can do together to stop the raping of the people in our area!! Please help us!

Thank You, Brett and Denise Lingenfelter

Denise Lingenfelter
483 Granite Circle
Chuluota, FL 32766
386-846-2418 (cell)
407-977-2243 (home)
deeling@cfl.rr.com

May 16, 2007

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They have us by the balls!! There must be something we can do together to stop the raping of the people in our area!! Please help us!

Thank You, Brett and Denise Lingenfelter

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

RECEIVED-FPSC

Aqua Utilities Florida, Inc.

07 JUN 14 AM 10: 02

DOCKET NO. 060368-WS

COMMISSION
CLERK

Name SUZANNE RIO

Address 106 Lily Drive
Interlachen Fla 32148

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

To whom it may concern.
I have lived on Lily Drive for about 6 1/2 years. and really enjoy being here.
I am a waitress at Waffle Barn &
I am very aware of trying to make my monthly Bills as small as possible
I do my hard with an income because I seem to have to take $ from another Bill and I am stretching as far as I can. Thank you for letting me making my comments heard.

Thank you
Suzanne Rio Healey

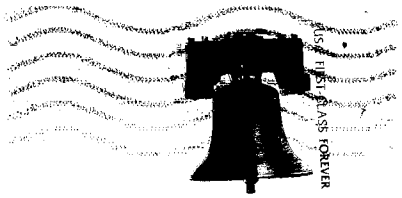
CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape -- see back for address

Eugene Rio Healy
106 Lily Drive
Interlachen Fla.
32148

DAYTONA BEACH
FL 3[illegible]2 L
11 JUN 2007 PM

USE FIRST CLASS FOREVER



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

DISTRIBUTION CENTER
07 JUN 14 AM 7:32

32399+0850

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Tape

Fold Here

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, June 13, 2007 4:08 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: fax

Attachments: FAX.TIF

Please add to docket file 060368

From: Consumer Contact
Sent: Wednesday, June 13, 2007 9:28 AM
To: Ruth McHargue
Subject: FW: 352 372 5298, 2 page(s)

To CLK Aqua Utilities Docket 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 352 372 5298, 2 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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-----------------------------------------
  Received On:       6/13/2007 9:16 AM
  Number of Pages:   2
  From (CSID):       352 372 5298
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:00:50
  Transfer Speed:    26400

  Received Status:   Success
  Number of Errors:  0
  Port Received On:  RockForceOCTO+ Port 6
-----------------------------------------
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FAX.TIF (133 KB)

CMP _____
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GCL _1_
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 080368-WS

Name John & Barbara Sack

Address 2117 S.W. Archer Rd. #2615
Gainesville Fl. 32608

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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 6/13/07

My husband is retired and on disability. I will be retiring soon. We feel that this amount you are charging is completely out of line. People in this area are on a fixed income. Also our neighbors that are on G.R.U. water & sewer have a much lower bill with better water! We cannot drink this water without getting sick! I called last week and spoke with Deloras. She told me that someone would be out to check our meter within 2 days. It is now June 13th - no one has bothered coming here to read any meters. How can you run a business that rips people off. How can you sleep @ night. You should be ashamed! Mr. & Mrs. John Sack

Fold and tape – see back for address

AQUA

Service To:
JOHN SACKS
7117 SW ARCHER RD UNIT 2615
GAINESVILLE, FL 32608-4656
Lot: 1326146 Block:

Account Number
000906952 0649269
ARREDONDO FARMS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 22, 2007	**$ 148.10**	**June 13, 2007**

Meter Data

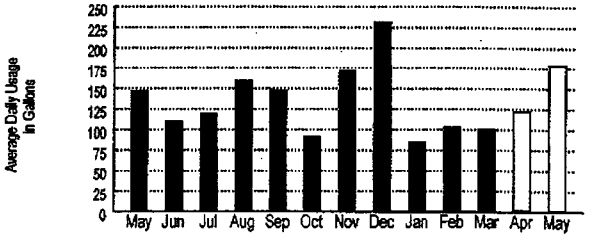
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93878792	5/8	05/16/07	23	Estimated	655500	4,100	Gallons
		04/23/07		Estimated	651400		
Average Daily Usage = 178 Gallons		Total Days:	23		Total Usage:	4,100	Gallons

Billing Detail

Amount Owed from Last Bill	$ 82.25
Total Payments Received	0.00
Balance	**82.25**
Current Water Charges	25.92
Current Sewer Charges	37.34
Utility Tax	2.59
Amount Due 06/13/07	**$ 148.10**

6/5/07 8.00 Cleloves

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▨ **Customer**

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336568 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL2010042 PAP-515-A-0 REV 01/07

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
JOHN SACKS
7117 SW ARCHER RD UNIT 2615
GAINESVILLE, FL 32608-4656
Lot: 1326146 Block:

Account Number
000906952 0649269

Total Amount Due **$ 148.10**
Due Date **June 13, 2007**

Amount Enclosed
$ ☐☐☐.☐☐

Seq=422 Cyc=33M9 1up=334079 PC=BLAF BLAF

JOHN SACKS
7117 SW ARCHER RD LOT 2615
GAINESVILLE FL 32608-4656

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

000906952064926900000000148108

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, June 12, 2007 2:02 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9552

Add to docket file 060368

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 11, 2007 1:52 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9552

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Megan Tanis
Telephone: 321-348-3336
Email:
Address: 420 Empress Lane Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Megan Tanis
Account Number:
Address: 420 Empress Lane Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I am one of the many homeowners in the Chuluota area being affected by the proposed rate increase by Aqua Utilities. I am a previous homeowner in the Winter Springs area and our water was serviced by Seminole County - it came to my surprise when we moved to our home in November 2006 that our water company was Aqua Utilities even though we still reside in Seminole County. Not only were our rates more expensive but we received numerous reports that our water levels were potentially hazardous to our health.

Now Aqua Utilities is adding another blow by proposing a rate increase of almost 3x the amount we are paying now!! We are currently paying approximately $90 a month and we are potentially going to have to pay $270!!!! That is a car payment for most people - not their water and sewer bill!!!

Why is this private company providing our service and not Seminole County?

Please be sure to add my name and complaint to the thousands that are disputing this rate increase and poor quality of this water!

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPER, DIRECTOR
(850) 413-6480

RECEIVED-FPSC
07 JUN 12 AM 9: 32
COMMISSION
CLERK

Public Service Commission

June 11, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. & Mrs. Doug Brumbaugh
231 Langford Drive
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Brumbaugh:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mail on the correspondence side of the docket file.

As you may know, the PSC is holding 12 customer meetings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these meetings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. A copy of the Consent Order is enclosed if you are interested in learning more about that process. If you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

The PSC staff is currently working closely with the DEP on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further

assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (3)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

RECEIVED-FPSC
07 JUN 12 AM 9:32
COMMISSION
CLERK

Public Service Commission

June 11, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

Mr. Joseph C. Gibbons
182 Velveteen Place
Chuluota, Florida 32766-6022

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Gibbons:

Thank you for providing the Florida Public Service Commission (PSC or Commission) with a copy of your recent E-mail to Ms. Diane Merkt with Seminole County Commissioner Bob Dallari's Office in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the PSC Commissioners and staff an opportunity to review and understand your concerns, I have placed your E-mail on the correspondence side of the docket file.

As you may know, the PSC is holding 12 customer meetings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these meetings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The Florida Department of Environmental Protection (DEP) has jurisdiction over water quality. DEP's Central District Office in Orlando provides regulatory oversight for utilities in your area. Currently, Aqua is operating under a DEP Consent Order to address the level of trihalomethanes in the water. The Consent Order was signed and made effective by DEP on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. A copy of the Consent Order is enclosed if you are interested in learning more about that process. If you have questions for DEP concerning the quality of the water being provided by Aqua in your area, their contact information is:

Department of Environmental Protection
Central District Office
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

The PSC staff is currently working closely with the DEP on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. In addition, the Commission's accountants, engineers and economists are currently examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Martha A. Golden

Martha A. Golden
Regulatory Supervisor/Consultant

MAG/jb
Enclosures (3)
cc: Diane Merkt, Seminole County Board of County Commissioners
Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

Kimberley Pena

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

From: Cheryl Bulecza-Banks
Sent: Tuesday, June 12, 2007 9:04 AM
To: 'lsant777@bellsouth.net'
Cc: Office of the Chairman; Commissioner McMurrian & Staff; Commissioner Argenziano & Staff; Marshall Willis; Troy Rendell; Rosanne Gervasi; Jennie Lingo; Felicia White; Ann Cole; Kimberley Pena; 'davis.phyllis@leg.state.fl.us'; Ken Hoffman
Subject: Response to You E-mail to the Florida Public Service Commission - Chuluota Water crisis - Public Service Commission Docket # 060368-WS
Attachments: Consent Order.doc

Dear Mr. and Mrs. Santiago

Thank you for your e-mail to the Florida Public Service Commission (PSC or Commission) dated June 10, 2007, in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). Chairman Edgar and Commissioner McMurrian asked that I respond on their behalf. We understand your concerns regarding Aqua's proposed increase. To give the Commissioners, staff, and interested parties an opportunity to review and understand your concerns, I have placed your e-mail on the correspondence side of the docket file.

As you may know, the PSC is holding 12 customer hearings throughout Aqua's service territory. The purpose of these hearings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates. The customer service hearing for the Oviedo area is scheduled for June 26, 2007, at 10:00 a.m. at the Oviedo City Hall. The address of the Oviedo City Hall is 400 Alexandria Blvd. The hearing will be held in the City Council Chambers.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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As you are probably aware, the Florida Department of Environmental Protection (DEP) has jurisdiction over the quality of water provided by Aqua in Seminole County. Specifically, DEP's Central District Office in Orlando provides the direct oversight. Currently, Aqua is operating under a consent order to address the level of trihalomethanes in the water. The consent order was signed on January 10, 2007. Under that order, Aqua is required to complete corrective actions needed to resolve the issue within five months. For your convenience, I have attached a copy of the consent order. Should you have questions for DEP concerning the quality of the water being provided by Aqua Utilities, you may reach them at:

Department of Environmental Prote[illegible]on
Central District (OR)
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767
(407) 894-7555

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

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Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call me at (850) 413-6642, or Troy Rendell (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings
Surveillance, Finance & Tax

c: Office of the Commission Clerk (Cole, Pena)
Division of Economic Regulation (Willis, Bulecza-Banks, Rendell, Lingo)
Office of the General Counsel (Gervasi)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

From: lionel santiago [mailto:lsant777@bellsouth.net]
Sent: Sunday, June 10, 2007 8:01 PM
To: Office of the Chairman; Katrina McMurrian; NLGuth@aquaamerica.com; dmerkt@seminolecountyfl.gov; gvenn@seminolecountyfl.gov; posey.bill.web@flsenate.gov; info@nancyargenziano.com
Cc: rmckay@vertiquest.com

Subject: Chulouta Water crisis - Public Se ce Commission Docket # 060368-WS

Public Service Commission Docket # 060368-WS

CHULOUTA WATER CRISIS

I am writing in reference to the proposed water and sewer rate increase by Aqua Utilities of Florida.

I am a resident of Seminole County and live in the area of Chuluota, in the The Trails subdivision. Since moving into the area, we were shocked to experience very high water and sewer rates. As a previous resident of Orange County for the last 25 years, my family has never been subjected to such unfair rates. **Since moving to the Chuluota area two years ago, we have received several letters from Aqua Utilities in reference to contamination in our water supply. It even urged pregnant women, not to drink the water.**

The table data below, taken from a **"Notice to the Public"** flyer sent to Aqua Utilities customers in our community clearly illustrate the aforementioned. Astonishingly…the rate of pollution in our water actually INCREASED from previous samples.

SAMPLE DATE		TTHM (µg/L)	RAA (µg/L)
First Quarter 2006	3/9/2006	114.8	104.7
Second Quarter 2006	5/16/2006	176.8	148.9
Third Quarter 2006	8/4/2006	127.3	135.5
Forth Quarter 2006	11/16/2006	147.6	141.6

SAMPLE DATE	TTHM (µg/L)	RAA (µg/L)
Second Quarter 2006	176.8	148.9
Third Quarter 2006	127.3	135.5
Fourth Quarter 2006	147.6	141.6
First Quarter 2007	161.5	153.3

Amazing…the residents of our community have been priced gouged for years by a company who is providing contaminated drinking water.

Adding insult to injury, Aqua Utilities has submitted to the **PSC** a proposal to increase the base water rates almost **3 TIMES** what we are currently paying, which is high in the first place when compared to other utilities in the area.

CHULUOTA MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 10.26	$ 13.64	$ 27.42
3/4 inch	$ 15.39	$ 20.33	$ 41.13
1 inch	$ 25.64	$ 33.85	$ 68.56
1 1/2 inch	$ 51.29	$ 67.73	$ 137.11
2 inch	$ 82.07	$ 108.37	$ 219.38
3 inch	$ 164.14	$ 216.72	$ 438.75
4 inch	$ 256.46	$ 338.63	$ 685.55
6 inch	$ 512.93	$ 677.28	$ 1,371.10
8 inch	$ 820.69	$ 1,083.64	$ 2,193.77
10 inch	$ 1,179.75	$ 1,557.74	$ 3,153.54

	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	$ 3.89	$ 5.13	
< 8,001 (Residential)			$ 2.42
Over 8,000 (Residential)			$ 3.02
Non-residential			$ 2.42

CHULUOTA MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 22.01	$ 31.08	$ 87.14
3/4 inch	$ 33.03	$ 46.65	$ 100.71
1 inch	$ 55.03	$ 77.73	$ 167.85
1 1/2 inch	$ 110.05	$ 155.43	$ 335.71
2 inch	$ 176.09	$ 248.71	$ 537.13
3 inch	$ 352.17	$ 497.41	$ 1,074.26
4 inch	$ 550.28	$ 777.21	$ 1,678.53
6 inch	$ 1,100.56	$ 1,554.41	$ 3,357.06
8 inch	$ 1,760.89	$ 2,487.06	$ 5,371.30
10 inch	$ 2,531.29	$ 3,575.10	$ 7,721.24

	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	$ 6.01	$ 11.32	$ 7.81
Non-residential	$ 8.80	$ 13.55	$ 9.38

Current Water Rates

Proposed Water Rates

This is an outrage. It is insulting that such blatant abuse is tolerated by government officials.

Recently, I started to scrutinize my monthly water bills and "documenting" evidence of their deceptive practices. For example, the following bill is my bill for the period of *4/20/07* to *5/18/2007*. *It is for $250.73 for 25,800 gallons of* water used according to Aqua Utilities. Not only is the amount of water used erroneous, note my amount of water used and gallons and then compare them to my next door neighbor..THEY ARE THE SAME. Coincidense…NO WAY. We have no pool and in my 11 years as a homeowner, I have never used 25,800 gallons. This is only a small sample of the evidence accumulated in the past several months documenting Aqua Utilities's behavior.

AQUA

Service To:
LIONEL SANTIAGO
222 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]
CHULUOTA

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

Tel: 877.987.2782
Fax: 866.780.8292
e-Mail: custserv@aquaamerica.com

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

Bill Date	Total Amount Due	Due Date
May 23, 2007	$ 250.73	June 14, 2007

Meter Data

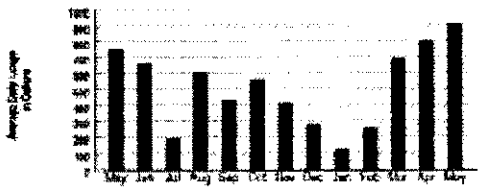
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
80445452	5/8	05/10/07	28	Actual	598300	25,800	Gallons
		04/20/07		Actual	572500		

Average Daily Usage = 921 Gallons Total Days: 28 Total Usage: 25,800 Gallons

Billing Detail

Amount Owed from Last Bill	$ 197.71
Total Payments Received	197.71
Balance	0.00
Current Water Charges	145.89
Current Sewer Charges	99.00
Utility Tax	5.84
Amount Due 06/14/07	$ 250.73

Water Usage History



Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1336456 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL 2560188

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Service To:
LIONEL SANTIAGO
222 VELVETEEN PL
CHULUOTA, FL 32766-6002

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

Account Number
[redacted]

Total Amount Due: $ 250.73
Due Date: June 14, 2007

Amount Enclosed
$

Seq=27808 Cyc=3301 Tap=354399

******AUTO**5-DIGIT 32766 C 77 P 90
LIONEL SANTIAGO
222 VELVETEEN PL
CHULUOTA FL 32766-6002

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

[redacted]

AQUA

Service To:
ROY TANNER
218 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]
CHULUOTA

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

Tel: 877.987.2782
Fax: 866.780.8292
e Mail: customerr@aquaamerica.com

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

Bill Date	Total Amount Due	Due Date
May 23, 2007	$ 250.73	June 14, 2007

Meter Data

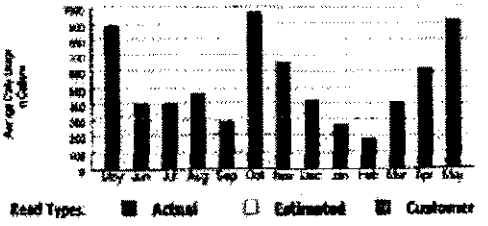
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
80445453	5/8	05/18/07	28	Actual	562200	25,800	Gallons
		04/20/07		Actual	536400		

Average Daily Usage = 921 Gallons Total Days: 28 Total Usage 25,800 Gallons

Billing Detail

Amount Owed from Last Bill	$ 298.05
Total Payments Received	298.05
Balance	0.00
Current Water Charges	145.89
Current Sewer Charges	99.00
Utility Tax	5.84
Amount Due 06/14/07	$ 250.73

Water Usage History



Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitesflorida.com to see your report.

1336456 IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION FL 32601 A6

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
ROY TANNER
218 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]

Total Amount Due: $ 250.73
Due Date: June 14, 2007

Amount Enclosed
$

Seq=27985 Cyc=3301 Sp=334260

******AUTO**5-DIGIT 32766 C 77 P 90
ROY TANNER
218 VELVETEEN PL
CHULUOTA FL 32766-6002

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back

[redacted]

Being the informed and educated citizen that I am, it would be naïve to think Aqua Utilities does not have an orquestrated lobbying campaign to ensure their side is being heard loud and clear by politicians and other government regulatory agencies. It would indeed be a travesty, a fleecing of the flock to let such outright abuse continue any further. It is my sincere hope, that government officials look at the facts, compare the rates of surrounding counties and cities, compare pollutant levels and rate increases and then decide if Aqua Utilities has the community's best interest in mind. Furthermore, I hope that their high priced lobbying and public relations campaign does not cloud the judgment of regulatory officials and politicians.

6/12/2007

I look forward to the PSC meeting scheduled for June 26th in Oviedo, in order to systematically illustrate in detail the abuses of Aqua Utilities

I believe the residents of our community are being held hostage by Aqua Utilities. I strongly urge you to look at the facts. I am confident you will side with the decent, hard working people of this community.

Respectfully submitted,

Lionel and Becky Santiago
222 Velveteen Place
Chuluota, FL 32766
321-689-9877
lsant777@bellsouth.net

Attachment

Department of Environmental Protection

Jeb Bush
Governor

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Colleen M. Castille
Secretary

RECEIVED
DEC 21 2006
By

Jack Lihvarcik, President
Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34738

OCD-PW-CE-06-1248

Seminole County - PW
Chuluota Water System
Consent Order – OGC File No. 06-2432

Dear Mr. Lihvarcik

Enclosed is a Consent Order prepared by this Department for resolution of the referenced enforcement case. The letter requesting a reduction in penalties dated November 12, 2006, was received, and the Department has determined that a penalty reduction is not justifiable. Please review this document, and if satisfactory, sign and date the appropriate spaces and return it to this office within 20 days of receipt. A copy of the completed document will be sent to you upon entry by the Department's Director.

Should the Consent Order be unacceptable, provide this office with written notification along with any specific comments that you may have within 20 days of receipt of this document.

If you have any questions, you may contact Mrs. Kim Dodson at (407) 893-3990 or by e-mail at Kim.Dodson@dep.state.fl.us.

Sincerely,

Christianne C. Ferrari

Vivian F. Garfein
Director, Central District

12/18/06
Date

VFG/kmd
Enclosure

cc: Seminole County Health Department
Lea Crandall, Agency Clerk, OGC
Debby Valin, FDEP Pollution Prevention Program
Jeff Prather, FDEP
Kim M. Dodson, FDEP Drinking Water Compliance/Enforcement

RECEIVED
JAN 05 2007
Central Dist.-DEP

BEFORE THE STATE OF FLORIDA
DEPARTMENT OF ENVIRONMENTAL PROTECTION

STATE OF FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION,	IN THE OFFICE OF THE CENTRAL DISTRICT
Complainant,	OGC FILE NO. 06-2432
vs.	
AQUA UTILITIES FLORIDA, INC.,	
Respondent.	

CONSENT ORDER

This Consent Order is entered into between the State of Florida Department of Environmental Protection ("Department") and Aqua Utilities Florida, Inc. ("Respondent") to reach settlement of certain matters at issue between the Department and Respondent.

The Department finds and the Respondent admits the following:

1. The Department is the administrative agency of the State of Florida having the power and duty to administer and enforce the provisions of the Florida Safe Drinking Water Act, Sections 403.850 et seq., *Florida Statutes*, and the rules promulgated thereunder, Title 62, *Florida Administrative Code*. The Department has jurisdiction over the matters addressed in this Consent Order.

2. Respondent is a person within the meaning of Section 403.852(5), *Florida Statutes*.

3. Respondent is the owner and operator of a community public water system, PWS# 3590186, located at 118 East 7th Street ("Water Treatment Plant #1") and the intersection of Brumley Road and Avenue H ("Water Treatment Plant #2"), Chuluota, Seminole County, Florida, which serves the Chuluota water system.

4. The Department finds that Respondent is in violation of Rule 62-550.310(3), ("Florida Administrative Code"), which establishes the maximum contaminant level ("MCL") for total trihalomethanes ("TTHMs") as 0.080 milligrams per liter ("mg/L"). The running annual average results for samples collected from the system on 12/30/05, 3/09/06, 5/18/06, 8/04/06 and analyzed for TTHMs is 0.135 mg/L.

Having reached a resolution of the matter the Department and the Respondent mutually agree and it is

ORDERED:

5. Respondent shall comply with the following corrective actions within the stated time periods:

a. Within 30 days of the effective date of this Consent Order, Respondent shall retain the services of a Florida-registered professional engineer to evaluate the system and submit an application, along with any required application fees, to the Department for a permit to construct any modifications needed to address the MCL violation(s).

b. The Department shall review the application submitted pursuant to paragraph 5a. above. In the event additional information, modifications or specifications are necessary to process the application, the Department shall issue a written request for information ("RFI") to Respondent for such information. Respondent shall accordingly submit the requested information in writing to the Department within 15 days of receipt of the request. Respondent shall provide all information requested in any additional RFIs issued by the Department within 15 days of receipt of each request. Within 45 days of the date the Department receives the application pursuant to paragraph 5a. above, Respondent shall provide all information necessary to complete the application.

c. Within 60 days of issuance of any required permit(s), Respondent shall complete the modifications approved pursuant to the permit(s) issued in accordance with paragraphs 5a. and 5b. above, and submit to the Department the engineer's certification of completion of construction, along with all required supporting documentation. Respondent shall receive written Department clearance prior to placing the system modifications into service.

d. Respondent shall continue to sample quarterly for TTHMs and HAA5s in accordance with Rule 62-550.514(2), *Florida Administrative Code*. Results shall be submitted to the Department within ten (10) days following the month in which the samples were taken or within 10 days following Respondent's receipt of the results, whichever is sooner.

e. In the event that the modifications approved by the Department pursuant to paragraphs 5a. and 5b. are determined to be inadequate to resolve the MCL violation(s), the Department will notify the Respondent in writing. Within 30 days of receipt of written notification from the Department that the results of the quarterly sampling indicate that the system modifications have not resolved the violation(s), Respondent shall submit another proposal to address the MCL violation(s). Respondent shall provide all information requested in any RFIs issued by the Department within 15 days of receipt of each request. Within 60 days of the date the Department receives the application pursuant to this paragraph, Respondent shall provide all information necessary to complete the application.

f. Within five months of the effective date of this Consent Order, Respondent shall complete all corrective actions needed to resolve the MCL exceedances and submit written certification of completion to the Department for all modifications.

g. Respondent shall continue to issue public notice regarding the MCL violation(s) every 90 days in accordance with Rule 62-560.410(1), until the Department determines that the system is in compliance with all MCLs. Respondent shall submit certification of delivery of public notice, using DEP Form 62-555.900(22), to the Department within ten days of issuing each public notice.

6. Within 30 days of the effective date of this Consent Order, Respondent shall pay the Department $9, 500 in settlement of the matters addressed in this Consent Order. This amount includes $500 for costs and expenses incurred by the Department during the investigation of this matter and the preparation and tracking of this Consent Order. (A) The civil penalties are apportioned as follows: ***$1,000 for violation of Rule 62-555.520(1)(b), pursuant to Section 403.121(4)(e), Florida Statutes; $4,000 for violation of Rule 62-550.310(3), pursuant to Section 403.121(3)(a), Florida Statutes; and $4,000 for violation of Rule 62-550.300, pursuant to Section 403.121(3)(a), Florida Statutes.*** Payment shall be made by cashier's check or money order. The instrument shall be made payable to the "Department of Environmental Protection" and shall include thereon the OGC number assigned to this Consent Order and the notation "Ecosystem Management and Restoration Trust Fund." Payment shall be sent to the Department of Environmental Protection, 3319 Maguire Boulevard, Suite 232, Orlando, FL 32803.

7. In lieu of making cash payment of $9,000.00 in civil penalties as set forth in paragraph 6, above, Respondent may elect to offset this amount by implementing a pollution prevention project, which is subject to approval by the Department. A pollution prevention project must be a source reduction, waste minimization, or on-site recycling project.

If Respondent chooses to implement a pollution prevention project, Respondent shall notify the Department of its election by certified mail within 15 days of the effective date of this Consent Order. Notwithstanding the election to implement a pollution prevention project, Respondent must pay the remaining $500.00 in costs within 30 days of the effective date of the Consent Order. If Respondent elects to implement a pollution prevention project, then Respondent shall comply with all of the requirements and time frames in Exhibit I.

8. Respondent agrees to pay the Department stipulated penalties in the amount of $100.00 per day for each and every day Respondent fails to timely comply with any of the requirements of paragraph 5 of this Consent Order. A separate stipulated penalty shall be assessed for each violation of this Consent Order. Within 30 days of written demand from the Department, Respondent shall make payment of the appropriate stipulated penalties to "The Department of Environmental Protection" by cashier's check or money order and shall include thereon the OGC number assigned to this Consent Order and the notation "Ecosystem Management and Restoration Trust Fund." Payment shall be sent to the Department of Environmental Protection, 3319 Maguire Boulevard, Suite 232, Orlando, Florida 32803. The Department may make demands for payment at any time after violations occur. Nothing in this paragraph shall prevent the Department from filing suit to specifically enforce any of the terms of this Consent Order. Any penalties assessed under this paragraph shall be in addition to the settlement sum agreed to in paragraph 6 of this Consent Order. If the Department is required to file a lawsuit to recover stipulated penalties under this paragraph, the Department will not be foreclosed from seeking civil penalties for violations of this Consent Order in an amount greater than the stipulated penalties due under this paragraph.

9. If any event, including administrative or judicial challenges by third parties unrelated to the Respondent, occurs which causes delay or the reasonable likelihood of delay, in complying with the requirements of this Consent Order, Respondent shall have the burden of proving the delay was or will be caused by circumstances beyond the reasonable control of the Respondent

and could not have been or cannot be overcome by Respondent's due diligence. Economic circumstances shall not be considered circumstances beyond the control of Respondent, nor shall the failure of a contractor, subcontractor, material man or other agent (collectively referred to as "contractor") to whom responsibility for performance is delegated to meet contractually imposed deadlines be a cause beyond the control of Respondent, unless the cause of the contractor's late performance was also beyond the contractor's control. Upon occurrence of an event causing delay, or upon becoming aware of a potential for delay, Respondent shall notify the Department orally within 24 hours or by the next working day and shall, within seven calendar days of oral notification to the Department, notify the Department in writing of the anticipated length and cause of the delay, the measures taken or to be taken to prevent or minimize the delay and the timetable by which Respondent intends to implement these measures. If the parties can agree that the delay or anticipated delay has been or will be caused by circumstances beyond the reasonable control of Respondent, the time for performance hereunder shall be extended for a period equal to the agreed delay resulting from such circumstances. Such agreement shall adopt all reasonable measures necessary to avoid or minimize delay. Failure of Respondent to comply with the notice requirements of this Paragraph in a timely manner shall constitute a waiver of Respondent's right to request an extension of time for compliance with the requirements of this Consent Order.

10. Persons who are not parties to this Consent Order, but whose substantial interests are affected by this Consent Order, have a right, pursuant to Sections 120.569 and 120.57, Florida Statutes, to petition for an administrative hearing on it. The Petition must contain the information set forth below and must be filed (received) at the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS #35, Tallahassee, Florida 32399-3000, within 21 days of receipt of this notice. A copy of the Petition must also be mailed at the time of filing to the District Office named above at the address indicated. Failure to file a petition within the 21 days constitutes a waiver of any right such person has to an administrative hearing pursuant to Sections 120.569 and 120.57, *Florida Statutes*.

11. The petition shall contain the following information:

a. The name, address, and telephone number of each petitioner; the Department's Consent Order identification number and the county in which the subject matter or activity is located;

b. A statement of how and when each petitioner received notice of the Consent Order;

c. A statement of how each petitioner's substantial interests are affected by the Consent Order;

d. A statement of the material facts disputed by petitioner, if any;

e. A statement of facts which petitioner contends warrant reversal or modification of the Consent Order;

f. A statement of which rules or statutes petitioner contends require reversal or modification of the Consent Order;

g. A statement of the relief sought by petitioner, stating precisely the action petitioner wants the Department to take with respect to the Consent Order.

12. If a petition is filed, the administrative hearing process is designed to formulate agency action. Accordingly, the Department's final action may be different from the position taken by it in this Notice. Persons whose substantial interests will be affected by any decision of the Department with regard to the subject Consent Order have the right to petition to become a party to the proceeding. The petition must conform to the requirements specified above and be filed (received) within 21 days of receipt of this notice in the Office of General Counsel at the above address of the Department. Failure to petition within the allowed time frame constitutes a waiver of any right such person has to request a hearing under Sections 120.569 and 120.57, *Florida Statutes*, and to participate as a party to this proceeding. Any subsequent intervention will only be at the approval of the presiding officer upon motion filed pursuant to Rule 28-106.205.

13. A person whose substantial interests are affected by the Consent Order may file a timely petition for an administrative hearing under Sections 120.569 and 120.57, *Florida Statutes*, or may choose to pursue mediation as an alternative remedy under Section 120.573, Florida Statutes, before the deadline for filing a petition. Choosing mediation will not adversely affect the right to a hearing if mediation does not result in a settlement. The procedures for pursuing mediation are set forth below.

14. Mediation may only take place if the Department and all the parties to the proceeding agree that mediation is appropriate. A person may pursue mediation by reaching a mediation agreement with all parties to the proceeding (which include the Respondent, the Department, and any person who has filed a timely and sufficient petition for a hearing) and by

showing how the substantial interests of each mediating party are affected by the Consent Order. The agreement must be filed in (received by) the Office of General Counsel of the Department at 3900 Commonwealth Boulevard, MS #35, Tallahassee, Florida 32399-3000, within 10 days after the deadline as set forth above for the filing of a petition.

15. The agreement to mediate must include the following:

a. The names, addresses, and telephone numbers of any persons who may attend the mediation;

b. The name, address, and telephone number of the mediator selected by the parties, or a provision for selecting a mediator within a specified time;

c. The agreed allocation of the costs and fees associated with the mediation;

d. The agreement of the parties on the confidentiality of discussions and documents introduced during mediation;

e. The date, time, and place of the first mediation session, or a deadline for holding the first session, if no mediator has yet been chosen;

f. The name of each party's representative who shall have authority to settle or recommend settlement;

g. Either an explanation of how the substantial interests of each mediating party will be affected by the action or proposed action addressed in this notice of intent or a statement clearly identifying the petition for hearing that each party has already filed, and incorporating it by reference; and

h. The signatures of all parties or their authorized representatives. As provided in Section 120.573, *Florida Statutes*, the timely agreement of all parties to mediate will toll the time limitations imposed by Sections 120.569 and 120.57, *Florida Statutes*, for

requesting and holding an administrative hearing. Unless otherwise agreed by the parties, the mediation must be concluded within sixty days of the execution of the agreement. If mediation results in settlement of the administrative dispute, the Department must enter a final order incorporating the agreement of the parties. Persons whose substantial interests will be affected by such a modified final decision of the Department have a right to petition for a hearing only in accordance with the requirements for such petitions set forth above, and must therefore file their petitions within 21 days of receipt of this notice. If mediation terminates without settlement of the dispute, the Department shall notify all parties in writing that the administrative hearing processes under Sections 120.569 and 120.57, *Florida Statutes*, remain available for disposition of the dispute, and the notice will specify the deadlines that then will apply for challenging the agency action and electing remedies under those two statutes.

16. Entry of this Consent Order does not relieve Respondent of the need to comply with applicable federal, state or local laws, regulations or ordinances.

17. The terms and conditions set forth in this Consent Order may be enforced in a court of competent jurisdiction pursuant to Sections 120.69 and 403.121, *Florida Statutes*. Failure to comply with the terms of this Consent Order shall constitute a violation of Section 403.859, *Florida Statutes*.

18. Respondent is fully aware that a violation of the terms of this Consent Order may subject Respondent to judicial imposition of damages, civil penalties up to $5,000.00 per day per violation, and criminal penalties, except as limited by the provisions of this Consent Order.

19. Respondent shall allow all authorized representatives of the Department access to the facility at reasonable times for the purpose of determining compliance with the terms of this Consent Order and the rules and statutes of the Department.

20. All submittals and payments required by this Consent Order to be submitted to the Department shall be sent to the Florida Department of Environmental Protection, 3319 Maguire Boulevard, Suite 232, Orlando, FL 32803.

21. The Department, for and in consideration of the complete and timely performance by Respondent of the obligations agreed to in this Consent Order, hereby waives its right to seek judicial imposition of damages or civil penalties for alleged violations addressed in this Consent Order.

22. Respondent acknowledges and waives its right to an administrative hearing pursuant to Sections 120.569 and 120.57, *Florida Statutes*, on the terms of this Consent Order. Respondent acknowledges its right to appeal the terms of this Consent Order pursuant to Section 120.68, *Florida Statutes*, and waives that right upon signing this Consent Order.

23. No modifications of the terms of this Consent Order shall be effective until reduced to writing and executed by both Respondent and the Department.

24. In the event of a sale or conveyance of the facility or of the property upon which the facility is located, if all of the requirements of this Consent Order have not been fully satisfied, Respondent shall, at least 30 days prior to the sale or conveyance of the property or facility, (1) notify the Department of such sale or conveyance, (2) provide the name and address of the purchaser, or operator, or person(s) in control of the facility, and (3) provide a copy of this Consent Order with all attachments to the new owner. The sale or conveyance of the facility, or the property upon which the facility is located shall not relieve the Respondent of the obligations imposed in this Consent Order.

25. This Consent Order is a settlement of the Department's civil and administrative authority arising under Florida law to resolve the matters addressed herein. This Consent Order

is not a settlement of any criminal liabilities, which may arise under Florida law, nor is it a settlement of any violation, which may be prosecuted criminally or civilly under federal law.

26. This Consent Order is a final order of the Department pursuant to Section 120.52(7), Florida Statutes, and it is final and effective on the date filed with the Clerk of the Department unless a Petition for Administrative Hearing is filed in accordance with Chapter 120, *Florida Statutes*. Upon the timely filing of a petition this Consent Order will not be effective until further order of the Department.

FOR THE RESPONDENT

January 4, 2007
Date

Jack Linvarcik, President
Aqua Utilities Florida, Inc.

DONE AND ORDERED this 10th day of January, 2007, in Orlando, Florida.

STATE OF FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

Vivian F. Garfein
Director, Central District

FILED, on this date, pursuant to Section 120.52, F.S., with the designated Department Clerk, receipt of which is hereby acknowledged.

Clerk

1/10/2007
Date

cc: Lea Crandall, Agency Clerk

Application for a Rate Increase in ORIGINAL

Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

RECEIVED-FPSC

Aqua Utilities Florida, Inc.

DOCKET NO. 060385-WS

07 JUN 12 AM 9:31

COMMISSION CLERK

Name Guy M. Webb

Address 4498 HANCOCK CT.

Sunny Hills, FL. 32428

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Price are already to high, Water has Clorine taste Real bad early in the Morning. Water Water ~~Meter~~ Meter Covers are broken, They won't replace them. When they have a broken water main by the time you hear that you're suppose to boil water Its pass the 2 or 3 days. Also they raise the price last year

Thank you
Guy & Sarah Webb

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Fold and tape -- see back for address

American Veterans Disabled For Life Memorial
Guy Webb
4498 Hancock Ct.
Chipley, FL 32428

BAY CO TY
FL 324 2 L
29 MAY 2007 PM

07 JUN 2 AM 7:36

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

32399-0850 [redacted]

Fold Here

Tape

Fold Here

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC 07 JUN 18 AM 9:27 COMMISSION CLERK

Docket No. 060368-W

Name Robert St Clair

Address 112 Camellia Dr
Satsuma Fl 32189 Hermits Cove

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

CONSUMER COMMENTS

May 29th 2007, I talked to an employee at the site and again at the Citgo Station on Sunday. My Question was why the water killed my plants, because they went limp over night after putting water to them.
The coffee got really bad last week, and I have a 5,000 or Softner & Filter system I may have to replace something, because the colorine content to my drinking water is bad at times not a constant thing.
I dont believe this is a time to be blackmailed in order to get Quality water. Fix The Problems and there won't be a need to increase anything, but you would have a better sell than it being broken.
The Employee told me the Clorine check valve was not working properly and did not know if they could get one.

Fold and tape -- see back for address

R L St Clair
112 Cornelius Dr
Jacksonville Fl 32189

USA First-Class

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

07 12 AM 7:36

Fold Here

Tape

Fold Here

Rate Prior To Filing
9.33 gallonage 4.64

Interim Rates
12.57 gallonage 6.25

Requested Final
34.17 gallona 6.97

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Monday, June 11, 2007 3:38 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9547

add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, June 10, 2007 8:21 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9547

CMP ____
COM ____
CTR ____
ECR ___1___
GCL ___1___
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Mark Ricci
Telephone: (407) 971-0708
Email: m_ricci@bellsouth.net
Address: 503 Granite Circle Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Mark Ricci
Account Number: 0009022920644902
Address: 503 Granite Circle Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Reference to Docket NO. 060368-WS

I have had a continuous problem with early morning very low water pressure. I have complained to Aqua several times with no affect.

We have received notice that our water has high levels of TTHMs which still isn?t fixed. Myself, wife and kids DON?T drink our water because of this and its terrible taste.

There is no way that Aqua deserves to raise out water rates even higher. My water bill is ridiculously high and they will not let me put on a second meter for my irrigation system.

These rates are already far too high, Aqua will simply have to recoup their costs over a much longer period of time.

Please do not allow the rates to go up, it is already affecting our home values.

Thanks
Mark Ricci

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Monday, June 11, 2007 3:38 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9544

add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, June 10, 2007 2:09 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9544

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Frank & Virginia Adkins
Telephone: 407-977-5014
Email: Coachfda@aol.com
Address: 559 Nutmeg Court Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Frank & Virginia Adkins Account Number: 0009041860646696
Address: 559 Nutmeg Court Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Docket # 060368-WS
Chuluota Service Area

Please take action and do not allow Aqua Utilities to increase our water rates more than the outragous prices that they charge us already for our unsafe water. This crisis is forcing many people in our neighborhood to have to sell their homes and move because they cannot afford the water bills. This is not fair and has to be stopped.

PSC was contacted previously

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Timolyn Henry

From: Cheryl Bulecza-Banks

Sent: Monday, June 11, 2007 3:31 PM

To: 'carlisle5@bellsouth.net'

Cc: 'davis.phyllis@leg.state.fl.us'; Ken Hoffman; Troy Rendell; Marshall Willis; Rosanne Gervasi; Felicia White; Matilda Sanders; Timolyn Henry

Subject: Complaint Filed with the Florida Public Service Commission - Docket No. 060368

Dear Ms. Carlisle,

I was hoping to speak with you regarding your e-mail to the Florida Public Service Commission. I have called (407) 366-0829 and (321) 663-8453 and left messages. The customer service hearing will take place on June 26, 2007 at 10 a.m. at the following location:

City of Oviedo City Hall
City Council Chambers
400 Alexandria Blvd.
Oviedo, FL 32765

As you are aware, the customer service hearing was originally scheduled in Deltona. After receiving information that the residents of Chuluota were disappointed that the service hearing was scheduled some distance away from Chuluota, the Commission moved the service hearing location from Deltona, to Oviedo.

In your letter you mentioned that you received notice of a homeowners meeting. We are not aware of a scheduled homeowners meeting. I was hoping you could provide me additional information about the notice. We certainly do not want customers to be misinformed as to the date, time, and location of the service hearing.

You also asked why the county cannot takeover your water utility service. Aqua Utilities, Inc. is an investor-owned utility. The only way that the county can serve your community is through the purchase or condemnation of this investor-owned company currently providing your service.

If I can be of further assistance, please e-mail me at cbulecza@psc.state.fl.us or call me at (850) 413-6642.

Sincerely,

Cheryl Bulecza-banks
Florida Public Service Commission
Chief, Bureau of Rate Filings
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

-----Original Message-----
From: Ruth McHargue
Sent: Monday, June 04, 2007 3:52 PM
To: Timolyn Henry

Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9464

add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 2:52 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9464

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Laura Carlisle
Telephone: 407-366-0829
Email: carlisle5@bellsouth.net
Address: 370 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Laura Carlisle
Account Number:
Address: 370 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I just read an article in the Sunday Orlando Sentinel about Aqua Utilities. First of all, I'm very happy that they gave us recognition about our problem (and that's putting it lightly). Second of all, I wanted to let you know that I received two notices in the mail this weekend about two meetings that are to be held at the same time and the same date regarding the Aqua Utilities' rate increase. One is from Aqua Utilities themselves which will be held at 10:00 a.m. At the City of Oviedo City Hall which states that the Florida Public Service Commission is holding customer service hearings so that we can comment on this unfairness. The other meeting is with the Board of Directors of our HOA in the Deltona Commission Chambers stating that the Public Service Commission will also be there to listen to our complaints. Please tell me how we can be two places at the same time and how is the Public Service Commission going to be at both places as well. This seems a little "coincidental" don't you think??? My third question is such a simple one...why can't the county take over our small community's water just like they've done with all the neighborhoods around us?? To me that would be the solution, but for some reason I can't get an answer! After all, when have you ever heard of a water bill being more than a power bill?!?! It's INSANE!

Sincerely,

Laura Carlisle
The Trails
370 Velveteen Place
Chuluota, FL 32766
407-366-0829

PSC was contacted previously

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Monday, June 11, 2007 3:26 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9533

Add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, June 08, 2007 5:32 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9533

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Wayne Shigley
Telephone: 352 3659074
Email: mwshigley@comcast.net
Address: 35118 Queens Way Fruitland Park 34731

BUSINESS INFORMATION

Business Account Name: Wayne Shigley
Account Number: 0008974300640273
Address: 35118 Queens Way Fruitland Park Florida 34731

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Docket # 060368-WS
Proposed rate increase
The rates now are higher than any other provider of these services and they are proposing to increase water usuage rates by ~ 200% and the sewer rates will increase ~ 308% - utterly riduculous.
Also sewer rates are based upon full water usuage and 75% of my water ussage is for irrigation of lawn not into sewer. Also when the wind is from the North and I live ~1000 yards it smells like raw sewage and have to leave our home.

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Monday, June 11, 2007 3:26 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Docket no. 060368-WS

add to docket file

From: mwshigley@comcast.net [mailto:mwshigley@comcast.net]
Sent: Friday, June 08, 2007 5:54 PM
To: Consumer Contact
Cc: Consumer Contact
Subject: Docket no. 060368-WS

I protest this proposed rate increase since Aqua Utilities Florida is already charging the highest rate for this service of anyone in the area:

Meter charge **increase = 380%**
Water usuage **increase = ~200%**
Sewer meter size rate **increase = 308%**
Gallonage cap and use **increase =~295%**
Overall rate increase ~300% -utterly riduculous

We are charged for sewer for all the water usage and realistically in our case 75% of the water usage is for lawn irrigation and not going into the sewer.
When the wind is from the North for our area it smells like raw sewage.
I've had the water tested and it is so full of ????? that even with normal treatment it can't be cleared. We have to drink bottled water to avoid kidney damage.

To accept this rate increase proposal would be a travesty for the homeowners in this area of Kings Cove.
Unjust and unwarranted, ludicrous.

Wayne Shigley

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6/11/2007

Timolyn Henry

From: Ruth McHargue
Sent: Monday, June 11, 2007 3:24 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9526

Add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, June 08, 2007 8:50 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9526

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Kenneth Richardson
Telephone: 321-348-3097
Email: kdr4150@cfl.rr.com
Address: 551 Granite Circle Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Kenneth Richardson Account Number:
Address: 551 Granite Circle Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
The water/sewage rates charged by Aqua Utilities are simply outrageous! For a household size of two (my wife and me), with limited irrigation usage in this past month, a water/seware bill of $229 is extremely excessive. Please do not allow Aqua Utilities to charge rates that are out-of-bounds. There has to be other ways to service Chuluota customers with water/sewage without allowing a for-profit company to charge whatever they want. I've heard that our water rates are the highest in the Southern United States. How can we allow that to continue? Please do not approve the proposed water/sewage rate increase.
Thank you for your concern.

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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Monday, June 11, 2007 3:23 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: 3523745652, 1 page(s)

Attachments: FAX.TIF

Add to docket file 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 3523745652, 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

```
-----------------------------------------
  Received On:        6/06/2007 11:55 PM
  Number of Pages:    1
  From (CSID):        3523745652
  From (ANI):
  Sent to DID:

  Duration of Fax:    0:01:00
  Transfer Speed:     14400

  Received Status:    Success
  Number of Errors:   0
  Port Received On:   RockForceOCTO+ Port 6
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FAX.TIF (23 KB)

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name Arthur and Sheila Thomas

Address 7117 SW Archer Rd Lot 98
Gainesville, FL 32608

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Our water bill has tripled this month. Company states you must have a leak some where. That's not the problem. There has been no increase in our water usage but the bill has. It's really bad for your water bill to be higher than the electric. Please help it's getting bad.

Fold and tape -- see back for address

ORIGINAL

060368-WS

RECEIVED
06 JUN 11 AM 10:45
COMMISSION
CLERK

To whom It May Concern: June 6. 2007

My husband and I live on Social Security. I am 70 years old and had to go back to work as a clerk at Wal Mart to meet our bills.

Our home insurance has increased. Our taxes have gone up. Gasoline is going sky high. Everything has increased.

I can understand an increase, but our provider Aqua VI has increased from $34.00 to 127.93 this month. That is way too much. They put no money into renovation or improvements for years and now. At our former ~~and~~ home (River Ranch Countryside) we paid $34.00 for water and sewer.

This has put a real hardship on us.

I want to go on record for myself and my wife as protesting this increase.

William Webb
74 Rosalie Oaks Blvd.
Lake Wales, Fl 33898

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Mrs. Beverly Webb
74 Rosalie Oaks Blvd.
Lake Wales FL 33898-8404

AQUA

Service To:
WILLIAM WEBB
74 ROSALIE OAKS BLVD
LAKE WALES, FL 33898-8404
Lot: 1190353 Block:

Account Number
000907442 0649720
ROSALIE OAKS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 18, 2007	**$ 127.93**	**June 11, 2007**

Meter Data

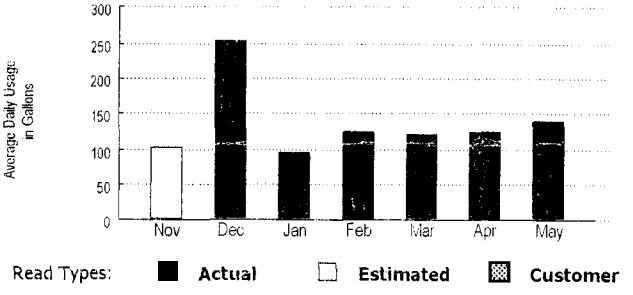
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97892286	5/8	05/11/07	29	Actual	192300	4,100	Gallons
		04/12/07		Actual	188200		

Average Daily Usage = 141 Gallons Total Days: 29 Total Usage: 4,100 Gallons

Billing Detail

Amount Owed from Last Bill	$ 33.93
Total Payments Received	33.93
Balance	**0.00**
Current Water Charges	34.01
Current Sewer Charges	90.52
Utility Tax	3.40
Amount Due 06/11/07	**$ 127.93**

Water Usage History



Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

Legal Notice

Notice of Commission Customer Service Hearings

RE: Application by Aqua Utilities Florida, Inc. (Utility) for rate increase in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. (Docket No. 060368-WS)

Date of Publication: May 22, 2007

Notice is hereby given that the Florida Public Service Commission will hold customer service hearings in the above-referenced docket to consider the Utility's application for an increase in water and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. The purpose of the customer service hearings is to allow customers the opportunity to comment on the Utility's proposed final rates or service. The nearest customer service hearing to you will be conducted at the following time and place:

Date and Time: June 13, 2007 at 6:00 p.m.
Place: City Commission Chambers (3rd Floor)
228 S. Massachusetts Avenue
Lakeland, FL 33801

At the hearing, customers will be given opportunity to present testimony and other evidence concerning the Utility's proposed rates or service. All witnesses shall be subject to cross-examination at the conclusion of their testimony.

Any customer comments regarding the Utility's service or the proposed rate increase should be addressed to the Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Such comments should identify Docket No. 060368-WS assigned to this proceeding.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Commission's Division of Regulatory Compliance and Consumer Assistance at 800.342.3552 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 800.955.8771 (TDD).

AQUA

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

PRE-SORTED
FIRST CLASS
U.S. POSTAGE
PAID
AQUA UTILITIES
FLORIDA, INC.

19399

3-DIGIT 338 0196
WILLIAM WEBB
74 ROSALIE OAKS BOULEVARD
LAKE WALES, FL 33898-8404

DISTRIBUTION CENTER
07 JUN 11 AM 7:55

ORIGINAL

060368-WS

RECEIVED-FPSC
07 JUN 11 AM 10:49
COMMISSION CLERK

June 8, 2007

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

Re: Aqua Utilities Florida, Inc.
Hermit's Cove - PWS ID 2540482

I would like to formally write to you in regards to the increased rates for water as proposed by Aqua Utilities Florida, Inc.

My husband and I have lived in Satsuma, FL, for 7 years. From the very beginning, the water was not drinkable due to the smell and taste of it. Clothes also were affected and required more than the manufacturer's instruction on how much softener to use due to being hard and stiff.

We live a block from the water tower in Hermit's Cove and many times have smelled the chlorine or other funk smells emitting from it.

Five years ago, I had a kidney removed due to cancer. I have to drink a lot of water, but cannot drink the water from Aqua Utilities. I just cannot swallow it without it gagging me.

We have bought an outside water system from Rain Soft and also have had an under the sink system. We now have a PUR filter on the kitchen faucet. But even using these products, the water still has an odd taste. I also purchase 24 packs of water every week. These purchases, along with the monthly charge for the water from Aqua Utilities, has added up.

My formal protest to the raising of the prices that Aqua Utilities is proposing is that if you cannot use or drink the water when it is less expensive, why should they be allowed to increase their rates? They need to make the improvements and then prove they are worthy of the increased rate. The rate increase should be increased gradually based upon the quality of the water and customer satisfaction of the product.

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2. Florida Public Service Commission

My neighbors do not drink the water from Aqua Utilities and also have purchased units of their own or purchase water separately to consume.

Thank you for listening to my consumer complaint against Aqua Utilities, Inc.

Linda M. St. Clair

Linda M. St. Clair
112 Camellia Drive
Satsuma, FL 32189

ORIGINAL

060368-WS

Stanley Ferguson
5720 Jacaranda Ave.
Lakeland, FL 33809-3337

RECEIVED-FPSC
07 JUN 11 AM 10:49
COMMISSION CLERK

6-5-07 Re acc. No. 0009045640647058
Lake Gibson Estates

To: General Manager
Aqua Utilities Florida, Inc.

I am very unhappy with your billing and customer service at your billing office (Tel: 877-987-2782). Right up until April of this year my bill ran in the 30's to low 40's, now all of a sudden in May you send me a bill for $60.63 with no explanation of how you arrived at this figure. From April 2006 to February of 2007 you listed the Water Base Facility Charge, the amount of gallons used and the cost per gallon, the Sewer Base Facility charge, which incedentaly remained the same at $7.05 and $26.81, from April 06 to November 06. Then all of a sudden that changed in December 06 and January 07, then in February 07 it went back to $7.05 and $26.81, then in March, April and May it is all over the board, why? If your Sewer Base and Water Base charges are "fixed costs of utility service regardless of usage", as stated on the back of your monthly bills, then how can these charges change from month to month? and on your current bills you only state "Water Charges" and "Sewer Charges" without stating what the Water Base Facility or Sewer Base Facility Charges are.

I called your office on December 27th 06 and again on January 26th 07 and again on May 18th 07. On the first two occasions I had one hell of a time getting through to your "live" representative.

over →

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On this last occasion your representative, Roxanna was very polite but could offer me no assistance whatsoever. She made a note of my complaint and told me someone would be calling me who was capable of answering my questions. I was told there was no body there at that time. Needless to say, no one has ever called. I want to know how you arrived at a bill of $60.63? I cannot reconcile your bill with your interim rate of $8.15 and $38.10.

I await your prompt reply.

✓ Copy to:- Florida Public Service Commission
Tallahassee Florida
Docket No. 060368-WS

AQUA

Service To:
STANLEY FERGUSON
5720 JACARANDA AVE
LAKELAND, FL 33809-3337
Lot: 0000000 Block:

Account Number
000904564 0647058
LAKE GIBSON ESTATES

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 11, 2007	**$ 60.63**	**June 04, 2007**

Meter Data

	Meter	Size	Billing Period	Days	Read Type	Meter Readings		Usage	Units
	99178340	5/8	05/04/07	30	Actual	625000	627400 5/19 12:20	7,400	Gallons
			04/04/07		Actual	617600			
Average Daily Usage = 246 Gallons			Total Days:	30			Total Usage:	7,400	Gallons

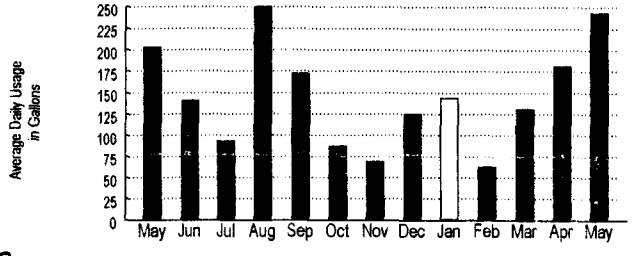
Billing Detail

Amount Owed from Last Bill	$ 41.30
Total Payments Received	41.30
Balance	**0.00**
Current Water Charges	22.87
Current Sewer Charges	35.47
Utility Tax	2.29
Amount Due 06/04/07	**$ 60.63**

Pd. 5/30/07
2782

Roxanna 5/18
2:20 PM
couldn't explain
someone to call me

Water Usage History



Read Types: Actual Estimated Customer

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782 **e-mail: custserv@aquaamerica.com**

Fax: 866-780-8292 **www.aquautilitiesflorida.com**

If you have a billing question or complaint, call or write to us before the due date on your bill. You can 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. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. 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.

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.

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.

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.

ORIGINAL

RECEIVED FPSC
07 JUN 11 AM 10:49
COMMISSION CLERK

DISTRIBUTION CENTER
07 JUN 11 AM 8:04

Austin and Rebecca Rouse
411 East 4th Street
Chuluota, Florida 32766-8609
(407) 977-7840

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

Re: **Docket No. 060368-WS**

June 5, 2007

To Whom It May Concern:

This letter is regarding the recent request by Aqua Utilities Florida for a rate increase in Seminole County. My husband and I have been lifelong residents of the Oviedo/Chuluota area and are proud to call it home for our family. Many new residents have found the area to be a good place for their families as well, as many new subdivisions have come to be in recent years. Although the new subdivisions differ greatly aesthetically and financially from the rural, older Chuluota, there is one thing we all have in common: dissatisfaction with the rate of Aqua Utilities Florida.

On more than one occasion, we have found it necessary to contact Aqua Utilities for various reasons, including water pressure so poor that it merely drips out of the faucets and an extremely strong bleach smell in the water, resulting in difficulty breathing and eye and skin irritation. Each phone call results in an hour or more of waiting on hold to speak to a representative, who then promises to send someone out right away to investigate the problem. However, these promises continue to be unfulfilled. I have found this to be the case with many neighbors as well. In addition, Aqua Utilities has continued to fail testing for a specific chemical in our drinking water, yet they are now requesting an increase in the base customer charge. This increase would nearly triple the current charge. For my small home, this means not using one drop of water would still cost me nearly $50 a month. This is a vast difference from Seminole County water customers, and the news is spreading quickly to others. I've met people who say they would never move to Chuluota because they've heard horror stories about the water bills. Unfortunately, the stories are all true.

Like many other residents of Chuluota, my family has a very limited income, and the possibility of a utility bill tripling is forcing us to consider whether we can afford to continue living in our home. Because the Public Service Commission has approved the interim raise in rates, I fear that the proposed final rates will be accepted as well. I am urging the PSC to investigate the service and water quality that Aqua Utilities offers its customers before tripling our rates. Please understand the financial makeup of the residents of Chuluota. We cannot afford to have water bills higher than our electric bills. These rates for water are unheard of in this county, and the residents of nearby cities are shocked when they hear what we are being charged.

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I am well aware that, like everything else, rates will need to be increased as time goes by. But tripling a base charge feels like robbery. Why should we have to make a decision between groceries or water?

Sincerely,

Rebecca J. Rouse

Rebecca J. Rouse

ORIGINAL

060368-WS

RECEIVED-FPSC
07 JUN 11 AM 9:09
COMMISSION
CLERK

June 6-07

To Whom it May Concern:
I do not agree with request to increase water service:
The first complaint is the meters are not read every month they just compare last year amt. used for same period I charge you that way which many people are ripped up especially older people - In my case, my husband died previous year & I work every day - only do laundry once every 3 weeks use dish washer once a week shower once a week, do not flush commode every when used. For #2 - please address complaint! Sincerely Mrs. Jack Hodge

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MRS - JACK Hodge
33427 PICCIOLA RD
FRUITLAND PARK, FL
34731

MID FLORIDA PDC
FL 327 3 L
07 JUN 2007 PM

ORIGINAL

RECEIVED-FPSC
07 JUN 11 AM 10:48
COMMISSION CLERK

DISTRIBUTION CENTER
07 JUN 11 AM 7:57

Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

Director

060368-WS

I am writing with concern over the proposed increases in water and sewer rates for Aqua Utilities Company. I am unable to make the service hearing, but would like to voice my concerns over the increase in prices and the level of service that we are receiving in Chuluota.

Aqua Utilities of Florida has petitioned the Public Service Commission for a rate increase for water and sewer prices in our area. If the petition is granted, the rates for water and sewer in our area will nearly triple, putting a severe financial burden on our home. It is currently reported that water rates in Chuluota are some of the highest in the southeastern United States. A rate increase cannot be allowed to increase the high rates that we are already paying.

Not only are our rates the highest, but our water does not meet Florida Standards for cleanliness or safety. Aqua is trying to pass on the cost of fixing the infrastructure to provide better water. Whether the problem with the water is their fault or inherited, a rate increase of any kind is unacceptable. We are paying the most and receiving the worst. As a consumer and a resident of the state of Florida, I feel that this petition should not be allowed because of the already high price and the quality of water.

Water price and quality has been an issue in our area and it is time to fix both of these problems. We need to control the prices that any company is allowed charge, if anything, a decrease in rates is in order, and we need to get the water quality to meet and exceed the Florida Standards.

Your time in this matter is extremely important and greatly appreciated. Do not allow Aqua Utilities to increase their rates.

John Portland
355 Velveteen Place
Chuluota, FL 32766

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ORIGINAL

RECEIVED-FPSC
07 JUN 11 AM 10:48
COMMISSION CLERK

June 6, 2007

Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL. 32399-0870

Dear Sir,

SUBJECT: OUTRAGEOUS WATER/SEWER BILL FROM AQUA UTILITIES.
DOCKET No. 060368-SW.

As a current residence in Chuluota, Seminola FL. I'm disgruntled to hear that our water/sewer base rate will increase close to $100. This is unsatisfactory due to that our neighbors who live in older homes in the same city are paying a much less bill near $50. Are we simply getting that much better water that our neighbors ? Is there are any particular reason for the base rate increase ? Chuluota water rates are reported to be the highest in the southeastern U.S.

Please don't hesitate to respond by either contacting me or purging the rate increase.

Sincerely,

Orlando Carroll.

Orlando A. Carroll.

534 Granite Circle
Chuluota, FL. 32766

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ORIGINAL

RECEIVED-FPSC
07 JUN 11 AM 10: 48
COMMISSION CLERK

Director, 6/1/07

This letter is being written in regards to,
Docket # 060368-WS.

It states in your notice of a rate increase request that there has not been an increase since 1996. That may well be true, but it is also true that there has been nothing done to make our water fit to drink.

We would like to know how you can possably want to charge us more money for a product that is below any normal health and safety standard.We have to buy all our drinking water!!!!!

We would be happy to furnish you with a sample of our water at any time you would request it.

Also, we are a retired couple that decided to move to Florida to live,but we did/nt expect our utility bills to be so rediculous.

We guess it,s needless to say that we are totally against any rate increases that you might have in mind.

Concerned Florida Residents

Rodney & Jean Choffel
4626 Windy Lane
Zephyrhills, Florida 33541

Rodney & Jean Choffel

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ORIGINAL

RECEIVED-FPSC

07 JUN 11 AM 10: 48

COMMISSION
CLERK

Mrs. Margaret Kipp
81 Rosalie Oaks Blvd.
Lake Wales, FL 33898
May 4, 2007

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL ~~32399~~8
32399 ~~0807~~
0807

Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

I am a widow lady who is concerned about the request for rate increase on our water and sewer bills. I am upset that such a request of over 220% would even be considered. I heard it was because of the recent maintenance done on the sewer lines down our street. That must have cost an awful lot of money, but you know, nobody else pays for the maintenance on my car when I need to have it done. I am having my neighbor type this out for me so I can express my opinion . I just don't know how in the world I can pay that kind of bill along with my electric and still buy groceries. I just want you to know that I am against the approval of such an increase.

I am asking you to please consider these things and **not allow such an increase as requested by Aqua Utilities.**

Sincerely, Margaret Kipp

Mrs. Margaret Kipp

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Patsy Martin
28004 Tammi Dr
Tavares, FL 32778

June 7, 2007

Director, Division of the Commission Clerk
And Administrative Services
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

RE: Florida Public Service Commission Docket #060368-WS

Dear Sir:

I am a resident of Venetian Village located in Lake County Florida and I am writing to object to the proposed rate increase from AQUA Utilities.

I have lived in the Village for almost 27 years and our water/sewer bills have always been higher than other areas of the state. If this rate increase is approved, as requested, my rates would double, which means that I would be paying $140.00 monthly (my average bills for 2006 were $70.00 monthly). This increase would make water/sewer higher than my electric bill (which is about $120.00 monthly).

I understand that Aqua Utilities must replace equipment, etc., but most businesses allow for depreciation to off set these costs of doing business.

I feel the interim rate that has been allowed should be the maximum increase available to them.

I know you hear this frequently, but I am retired and my income does not increase fast enough to be able to pay for an increase of that much.

Thank you for your time.

Sincerely,

Patsy C. Martin

PATSY C. MARTIN
P.O. Box 1795
Tavares, FL 32778

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Gary M. Jones
551 East 4th Street
Chuluota, FL 32766

June 6, 2007

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

To Whom It May Concern

This letter is in reference to Docket No. 060368-WS, Application by Aqua Utilities for rate increase in Seminole County.

I am shocked and outraged at the proposed increased in water and waste-water rates by Aqua Utilities. I am a single homeowner living in the older, lower income area of Chuluota. Many of my neighbors are retired and living on fixed incomes.

I was shocked when I first moved here two years ago from Winter Park, FL. My current water bill is consistently three times what I paid in Winter Park and four times what I paid when I lived in Brevard County. Except for the peak summer months, I pay more for water than for electricity. I have never experienced anything like this before.

I don't feel safe using the water for drinking and cooking. I use bottled water instead. Before moving out here I used to use filtered tap water but it seems that every month I'm getting a notice about high/unsafe levels of some chemical being observed. Not only am I paying outrageous fees for water but I also have to pay extra to purchase water to drink and cook with.

I am very unsatisfied with Aqua Utilities and will not pay exorbitant amounts for water and waste-water service. If the rates continue to rise I'm going to give serious consideration to relocating somewhere that is more reasonable.

Sincerely

Gary M. Jones

Gary M. Jones

CMP ____
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COMMISSION
CLERK

Donald Block
33 Rosalie Oaks Blvd
Lake Wales, Fl 33898
May 6, 2007

In Regard to Docket # 060368-WS

To whom it may concern,

We are PROTESTING the proposed rate increase in the water and sewer rates that Aqua Utilities has applied for with the Florida Public Service Commission.

A burden will be put on ALL the customers of Aqua Utilities.

Please deny this petition as it is exorbitant and an unacceptable rate increase.

Thank you.

Sincerely,

Donald E. Block

Donald E. Block

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SGA ____
SEC ____
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COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
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STATE OF FLORIDA

DIVISION OF REGULATORY COMPLIANCE AND CONSUMER ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

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June 7, 2007

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Mr. & Mrs. Theodore Allen
114 Hermit Drive
Satsuma, Florida 32189

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Allen:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

As you may know, the PSC is holding 12 customer meetings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these meetings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will

publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

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Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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June 7, 2007

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Mr. & Mrs. Ernest Boese
134 Magnolia Street
Satsuma, Florida 32189

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Boese

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
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DANIEL M. HOPPE, DIRECTOR
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June 7, 2007

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Mr. & Mrs. Kenneth Trapp
108 Ivey Street
Satsuma, Florida 32189

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Trapp:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
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Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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June 7, 2007

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Ms. Nancy Gross
123 Winchester Avenue
Interlachen, Florida 32148

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Gross

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Beverlee S. DeMello
Assistant Director

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Public Service Commission

June 7, 2007

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☐ Administrative ☐ Parties ☑ Consumer
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Mr. & Mrs. Carl Thome
23 Rosalie Oaks Blvd.
Lake Wales, Florida 33898

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Thome:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

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June 7, 2007

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Mr. & Mrs. Harold Penders
110 Hermits Drive
Satsuma, Florida 32189

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Penders:

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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June 7, 2007

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Mr. & Mrs. James Rahm
418 Cove Dirve
Satsuma, Florida 32189

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Rahm:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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June 7, 2007

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DOCUMENT NO. 06349-07
DISTRIBUTION:

Mr. John Portland
355 Velveteen Place
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Portland:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

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June 7, 2007

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Ms. Louise Conner
124 Reaves Avenue
Interlachen, Florida 32148

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Conner:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
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June 7, 2007

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DISTRIBUTION: _____

Mr. Paul E. Blum, Ph. D.
2315 Westminister Street
Wheaton, Illinois 60187

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Blum:

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June 7, 2007

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Ms. Dorothy A. Jones
P. O. Box 535
Interlachen, Florida 32148

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Jones:

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June 7, 2007

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DISTRIBUTION: _____

Ms. Linda R. Loy
80 Rosalie Oaks Blvd.
Lake Wales, Florida 33898

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Loy:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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June 7, 2007

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Mr. & Mrs. Rufus Moore
73 Rosalie Oaks Blvd.
Lake Wales, Florida 33898

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Moore:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosures (2)
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Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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June 7, 2007

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Mr. Harry D. Easton
35142 Zephyr Shores Drive
Zephyrhills, Florida 33541

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Easton:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
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June 7, 2007

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Ms. Susan John
220 West 3rd Street
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. John

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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June 7, 2007

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Mr. & Mrs. Earl J. Hoey
156 Magnolia Street
Satsuma, Florida 32189

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Hoey:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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June 7, 2007

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DISTRIBUTION: _____

Mr. Thomas E. Smith
140 Ivey Street
Satsuma, Florida 32189

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Smith:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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June 7, 2007

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DISTRIBUTION: _____

Ms. Dori C. Smith
132 Ivey Street
Satsuma, Florida 32189

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Smith:

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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June 7, 2007

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DISTRIBUTION: _____

Mr. & Mrs. David Steele
2407 Greenlaw Court
Leesburg, Florida 34788

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Steele:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
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Office of General Counsel (Gervasi, Fleming, Jaeger)
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June 7, 2007

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DOCUMENT NO. 06349-07
DISTRIBUTION:

Ms. Theresa K. Money
76 Rosalie Oaks Blvd.
Lake Wales, Florida 33898-8404

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Money:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
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June 7, 2007

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Ms. Vickie Boyle
101 St. Johns Court
Satsuma, Florida 32189

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Boyle:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Ms. Laura Carlisle
370 Velveteen Place
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Carlisle:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Ms. Brenda Obert
4502 Hancock Court
Sunny Hills, Florida 32428

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Obert:

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Sincerely,

Beverlee S. DeMello

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Assistant Director

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June 7, 2007

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Ms. Mary Lindsey
11552 CR 678
Webster, Florida 33597

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Lindsey:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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June 7, 2007

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Mr. Dennis Leones
6318 Doe Circle West
Lakeland, Florida 33809

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Leones:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

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Mr. Paul S. Webb
1757 Randolph Drive
Sunny Hills, Florida 32428

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Webb:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

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Mr. & Mrs. Charles B. Sagotz
107 Iron Avenue
Interlachen, Florida 32148

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Sagotz:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

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Mr. William R. Rissmiller
Ms. Connie Burton
4650 Sebring Lakes Blvd.
Sebring, Florida 33870

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Rismiller:

Thank you for your e-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). I will be attending the hearing in Sebring on June 13 and will be available to sign up customers who may want to speak. Since you've let me know your request in advance, I will make sure you are on the speakers' list and will note that you will be speaking for Ms. Connie Burton, too.

As you know, the PSC is holding 12 customer meetings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these meetings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

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Mr. & Mrs. Eugene Pope
245 Hermits Drive
Satsuma, Florida 32189

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Pope:

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Mr. James Wilson
4116 Fairbanks Drive
Sunny Hills, Florida 32428

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

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Mrs. Cheryl Williams
1416 Lake Bass Drive
Lake Worth, Florida 33461

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mrs. Williams:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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June 7, 2007

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Mr. & Mrs. Richard Sims
415 Cove Drive
Satsuma, Flordia 32189

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Sims:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
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Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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June 7, 2007

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Mr. L. F. Hines
#2 Rosalie Oaks Blvd.
Lake Wales, Florida 33898

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Hines:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

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June 7, 2007

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Mr. Jim Grotkopf
533 Yellow Tail Place
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Grotkopf:

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Assistant Director

BSD/jb
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June 7, 2007

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Mr. & Mrs. John Viskup
28128 Tammi Drive
Tavares, Florida 32778

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Viskup:

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Mr. & Mrs. Joseph D. Whaley
60 Rosalie Oaks Blvd.
Lake Wales, Florida 33898

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Whaley:

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Mr. Steven Harrell
384 Osprey Lakes Circle
Chuluota, FL 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

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Thank you for your e-mail to the Florida Public Service Commission (PSC or Commission) dated May 30, 2007 in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

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When a water or wastewater company files a petition for a rate increase, it may also request interim or temporary rates to be applied while the rate case is being considered by the Commission. Interim rates are granted if the utility demonstrates that it cannot earn its approved rate of return during the eight months a rate case typically takes to resolve.

I have enclosed a copy of Chapter 367.082, Florida Statutes, which defines how the Commission is to determine interim rates. The statute also provides that, if the final rates approved by the Commission are lower than the interim rates, the utility will be required to refund the excess revenue, plus interest, at a rate established by the Commission.

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> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater);

operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

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Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Dick Durbin

Dick Durbin
Regulatory Consultant

DD/jb
Enclosures (3)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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Public Service Commission

June 7, 2007

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DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Carlin E. Pickering
President, Oasis RV Park
11380 S. U.S. Highway 301
Webster, Florida 33597-5630

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Pickering:

Thank you for your letter to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). My staff will be attending the hearing in New Port Richey on June 20 and we will make sure to notify the Commissioners attending that you were not able to be there in person. Since you've let me know your request in advance, I also will make sure that your comments are put on the correspondence side of the docket.

As you know, the PSC is holding 12 customer meetings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these meetings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

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Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will

publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee. If you are interested in reading more information about the rate case and hearing process, please refer to the enclosed publication, "Utility Ratemaking in Florida."

Again, thank you for taking the time to share your concerns with us. I am sorry you will be unable to attend the meeting on June 20th, but I appreciate your comments. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
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Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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Public Service Commission

June 7, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Diana Wood
2134 Sunny Hills Boulevard
Chipley, FL 32428

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Wood:

Thank you for your e-mail to the Florida Public Service Commission (PSC or Commission) dated June 4, 2007 in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your letter on the correspondence side of the docket file.

As you know, the PSC is holding 12 customer meetings throughout Aqua's service territory. The purpose of these meetings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The time and place of the service hearings is determined by a number of factors. First, the Commission evaluates the location of water and wastewater systems and determines the city that could serve as a central point to neighboring systems. Once the city is chosen, the Commission searches for appropriate meeting facilities.

Facilities are chosen based on the capacity, date, and cost. The anticipated attendance and time available determines the number of hearings to be held. In the past, the Commission has held customer service hearings at the Sunny Hills Community Center. The community center was not available for our use, however, so an alternate location in Chipley was chosen.

When a water or wastewater company files a petition for a rate increase, it may also request interim or temporary rates to be applied while the rate case is being considered by the Commission. Interim rates are granted if the utility demonstrates that it cannot earn its approved rate of return during the eight months a rate case typically takes to resolve.

I have enclosed a copy of Chapter 367.082, Florida Statutes, which defines how the Commission is to determine interim rates. The statute also provides that, if the final rates approved by the Commission are lower than the interim rates, the utility will be required to refund the excess revenue, plus interest, at a rate established by the Commission.

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Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

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Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Dick Durbin

Dick Durbin
Regulatory Consultant

DD/jb

Enclosure

cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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Public Service Commission

June 7, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Luis Murillo
830 Vermont Woods
Orlando, Florida 32824

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Murillo:

Thank you for your fax to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
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Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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Public Service Commission

June 7, 2007

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DOCUMENT NO. 06349-07
DISTRIBUTION

Mr. Bill Chiles
203 Velveteen Place
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Chiles:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
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Public Service Commission

June 7, 2007

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☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Dana Plumtree
281 Langford Drive
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Plumtree:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
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Public Service Commission

June 8, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

Mr. Mark Ross
295 Velveteen Place
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Ross:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). Both PSC Chairman Lisa Edgar and Commissioner Katrina McMurrian asked me to respond to your E-mail, and I have also included your comments in the correspondence side of the docket.

As you may know, the PSC is holding 12 customer meetings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these meetings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will

publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb

Enclosure
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

DIVISION OF REGULATORY
COMPLIANCE AND CONSUMER
ASSISTANCE
DANIEL M. HOPPE, DIRECTOR
(850) 413-6480

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Public Service Commission

June 7, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

Ms. Sherri Coble
2713 Bellewater Place
Oviedo, Florida 32765

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Coble:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
Enclosures (2)
cc: Kenneth Hoffman, Law Office of Rutledge, Ecenia, Purnell & Hoffman
Office of Public Counsel (Reilly)
Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

COMMISSIONERS:
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Public Service Commission

June 7, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

Ms. June Urzi
955 Poinsetta Drive
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Ms. Urzi:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Sincerely,

Beverlee S. DeMello

Beverlee S. DeMello
Assistant Director

BSD/jb
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Public Service Commission

June 7, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. J. L. Davidson
265 Avenue E
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. Davidson:

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Sincerely,

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Beverlee S. DeMello
Assistant Director

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Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
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Public Service Commission

June 7, 2007

FPSC, CLK - CORRESPONDENCE
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DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. & Mrs. Franklin Adkins
559 Nutmeg Court
Chuluota, Florida 32766

Re: Docket No. 060368-WS – Aqua Utilities Florida, Inc.

Dear Mr. & Mrs. Adkins:

Thank you for your E-mail to the Florida Public Service Commission (PSC or Commission) in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your comments on the correspondence side of the docket file.

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Assistant Director

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Office of General Counsel (Gervasi, Fleming, Jaeger)
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Commission Clerk

Ann Cole

From: Ann Cole
Sent: Monday, June 11, 2007 8:56 AM
To: Office of the Chairman; Cheryl Bulecza-Banks; Troy Rendell
Cc: Timolyn Henry; Matilda Sanders; Kay Posey; Linda Duggar; Larry Harris; Roberta Bass
Subject: RE: Chulouta Water crisis - Public Service Commission Docket # 060368-WS

Thank you for this information, which will be placed on the correspondence side of the docket file today.

From: Office of the Chairman
Sent: Monday, June 11, 2007 7:45 AM
To: Cheryl Bulecza-Banks; Troy Rendell
Cc: Timolyn Henry; Matilda Sanders; Ann Cole; Kay Posey; Linda Duggar; Larry Harris; Roberta Bass
Subject: FW: Chulouta Water crisis - Public Service Commission Docket # 060368-WS

Cheryl,
Please handle for the Chairman.

Records Staff,
Please place in the correspondence side of the docket file.

Sandy Simmons
Scheduling Coordinator
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Telephone: (850) 413-6008
Fax: (850) 413-6009

From: lionel santiago [mailto:lsant777@bellsouth.net]
Sent: Sunday, June 10, 2007 8:01 PM
To: Office of the Chairman; Katrina McMurrian; NLGuth@aquaamerica.com; dmerkt@seminolecountyfl.gov; gvenn@seminolecountyfl.gov; posey.bill.web@flsenate.gov; info@nancyargenziano.com
Cc: rmckay@vertiquest.com
Subject: Chulouta Water crisis - Public Service Commission Docket # 060368-WS

Public Service Commission Docket # 060368-WS

CHULOUTA WATER CRISIS

I am writing in reference to the proposed water and sewer rate increase by Aqua Utilities of Florida.

I am a resident of Seminole County and live in the area of Chuluota, in the The Trails subdivision. Since moving into the area, we were shocked to experience very high water and sewer rates. As a previous resident of Orange County for the last 25 years, my family has never been subjected to such unfair rates. **Since moving to the Chuluota area two years ago, we have received several letters from Aqua Utilities in reference to contamination in our water supply. It even urged pregnant**

women, not to drink the water.

The table data below, taken from a **"Notice to the Public"** flyer sent to Aqua Utilities customers in our community clearly illustrate the aforementioned. Astonishingly…the rate of pollution in our water actually INCREASED from previous samples.

SAMPLE DATE		TTHM (µg/L)	RAA (µg/L)
First Quarter 2006	3/0/2006	114.8	104.7
Second Quarter 2006	5/16/2006	176.8	148.9
Third Quarter 2006	8/4/2006	127.3	135.5
Forth Quarter 2006	11/16/2006	147.6	141.6

SAMPLE DATE	TTHM (µg/L)	RAA (µg/L)
Second Quarter 2006	176.8	148.9
Third Quarter 2006	127.3	135.5
Fourth Quarter 2006	147.6	141.6
First Quarter 2007	161.5	153.3

Amazing…the residents of our community have been priced gouged for years by a company who is providing contaminated drinking water.

Adding insult to injury, Aqua Utilities has submitted to the **PSC** a proposal to increase the base water rates almost **3 TIMES** what we are currently paying, which is high in the first place when compared to other utilities in the area.

CHULUOTA MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 10.25	$ 13.94	$ 27.42
3/4 inch	$ 15.38	$ 20.93	$ 41.13
1 inch	$ 25.64	$ 33.85	$ 68.56
1 1/2 inch	$ 51.29	$ 67.73	$ 137.12
2 inch	$ 82.07	$ 108.37	$ 219.38
3 inch	$ 164.14	$ 216.72	$ 438.75
4 inch	$ 256.46	$ 338.63	$ 685.55
6 inch	$ 512.93	$ 677.26	$ 1,371.10
8 inch	$ 820.69	$ 1,083.64	$ 2,193.77
10 inch	$ 1,179.76	$ 1,557.74	$ 3,153.54

	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	$ 3.89	$ 5.13	
< 6,001 (Residential)			$ 3.42
Over 6,000 (Residential)			$ 3.02
Non-residential			$ 9.42

CHULUOTA MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 22.01	$ 31.06	$ 67.14
3/4 inch	$ 33.03	$ 46.65	$ 100.71
1 inch	$ 55.03	$ 77.73	$ 167.85
1 1/2 inch	$ 110.05	$ 155.40	$ 335.71
2 inch	$ 176.09	$ 248.71	$ 537.13
3 inch	$ 352.17	$ 497.41	$ 1,074.26
4 inch	$ 550.26	$ 777.21	$ 1,678.33
6 inch	$ 1,100.56	$ 1,554.41	$ 3,357.06
8 inch	$ 1,760.89	$ 2,487.06	$ 5,371.30
10 inch	$ 2,531.29	$ 3,575.16	$ 7,721.24

	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	$ 8.01	$ 11.32	$ 7.81
Non-residential	$ 9.80	$ 13.85	$ 9.38

Current Water Rates

Proposed Water Rates

This is an outrage. It is insulting that such blatant abuse is tolerated by government officials.

Recently, I started to scrutinize my monthly water bills and "documenting" evidence of their deceptive practices. For example, the following bill is my bill for the period of 4/20/07 to 5/18/2007. It is for $250.73 for 25,800 gallons of water used according to Aqua Utilities. Not only is the amount of water used erroneous, note my amount of water used and gallons and then compare them to my next door

neighbor..THEY ARE THE SAME. Coincidense…NO WAY. We have no pool and in my 11 years as a homeowner, I have never used 25,800 gallons. This is only a small sample of the evidence accumulated in the past several months documenting Aqua Utilities's behavior.

AQUA

Service To:
LIONEL SANTIAGO
222 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]
CHULUOTA

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

Tel: 877.987.2782
Fax: 888.780.8292
e-Mail: custserv@aquaamerica.com

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

Bill Date	Total Amount Due	Due Date
May 23, 2007	$ 250.73	June 14, 2007

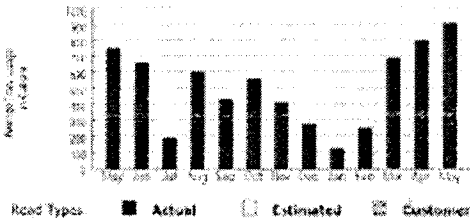
Meter Data

Meter	Units	Billing Period	Days	Read Type	Meter Readings	Usage	Units
80446452	5/8	05/18/07	28	Actual	598300	25,800	Gallons
		04/20/07		Actual	572500		
Average Daily Usage = 921 Gallons		Total Days:	28		Total Usage:	25,800	Gallons

Billing Detail

Amount Owed from Last Bill	$ 197.71
Total Payments Received	197.71
Balance	**0.00**
Current Water Charges	145.89
Current Sewer Charges	99.00
Utility Tax	5.84
Amount Due 06/14/07	**$ 250.73**

Water Usage History



Message Center

- Please note your account number is a 16-digit number. The full 16 digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

1330456

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL 4590188

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
LIONEL SANTIAGO
222 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]

Total Amount Due	Due Date
$ 250.73	June 14, 2007

Amount Enclosed
$

******AUTO**5-DIGIT 32766 C 77 P 50
LIONEL SANTIAGO
222 VELVETEEN PL
CHULUOTA FL 32766-6002

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

[redacted]

AQUA

Service To:
ROY TANNER
218 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]
CHULOTA

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

Tel: 877.987.2782
Fax: 866.780.8292
e-Mail: custserv@aquaamerica.com

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

Bill Date	Total Amount Due	Due Date
May 23, 2007	$ 250.73	June 14, 2007

Meter Data

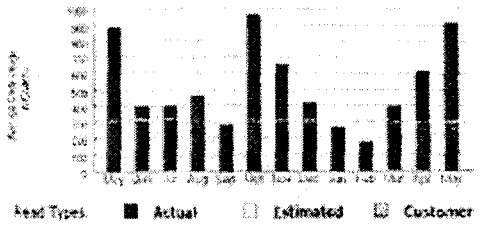
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
80445453	N/A	05/18/07	28	Actual	507200	25,800	Gallons
		04/20/07		Actual	533400		

Average Daily Usage = 921 Gallons Total Days: 28 Total Usage 25,800 Gallons

Billing Detail

Amount Owed from Last Bill	$ 298.05
Total Payments Received	298.05
Balance	0.00
Current Water Charges	145.89
Current Sewer Charges	99.30
Utility Tax	5.84
Amount Due 06/14/07	$ 250.73

Water Usage History



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1336456 **IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION** FL 3590186

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

Service To:
ROY TANNER
218 VELVETEEN PL
CHULUOTA, FL 32766-6002

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

Account Number
[redacted]

Total Amount Due: $ 250.73
Due Date: June 14, 2007

Amount Enclosed
$

******AUTO**S-01611 32766 C 77 P 90
ROY TANNER
218 VELVETEEN PL
CHULUOTA FL 32766-6002

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

[redacted]

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I look forward to the PSC meeting scheduled for June 26th in Oviedo, in order to systematically illustrate in detail the abuses of Aqua Utilities

I believe the residents of our community are being held hostage by Aqua Utilities. I strongly urge you to look at the facts. I am confident you will side with the decent, hard working people of this community.

Respectfully submitted,

Lionel and Becky Santiago
222 Velveteen Place
Chuluota, FL 32766
321-689-9877
lsant777@bellsouth.net

ORIGINAL

Paul Hemby
PO Box 423
Astor, FL 32102
(386) 878-4435
phemby@hotmail.com

DISTRIBUTION CENTER
07 JUN 11 AM 7:52

RECEIVED-FPSC
07 JUN 19 AM 11:36
COMMISSION CLERK

June 6, 2007

Director, Division of the Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Re: Docket NO 060368-WS

Dear:Sir:

I recently received notice that Aqua Utilities of Florida had requested a rate increase for the waste water service provided to my neighborhood. In preparation to filling my comments, I looked back at my previous payments. They seem to range all over the place. I telephoned Aqua and requested that they advise what my rate should be. After much hesitation, I was quoted rates which did not seem to match my previous invoices. I ask if they could email me a copy of the rate that same afternoon and was advised that it would be done immediately.

This has been at least three weeks ago, not only did I not receive the email regarding the rate structure, I have not received a copy by US Mail. It is very difficult to prepare comments regarding a rate increase since I am unable to establish exactly what I am suppose to be paying at the present. This seems to be their business practice as I have discussed this with some of the neighbors and they seem to feel the same way regarding the bills. They never seem to be the same. I use Bank Of America online Bill Pay. I have received two past due notices from Aqua in recent months. When Bank of America contacted them, they advised they had never received my payments sent by the Bank. This seems to further show the total malfunction of their office.

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

In any event, they certainly do not deserve any type of rate increase based upon their past performance. It would appear that Aqua just reads the meter which was installed by St Johns Water Authority and makes a guess as to how much waste water that we generate. This does not take into account for any of the other many uses of water, such as watering the lawn, washing cars and boats filling the swimming pool, power washing the house and anything else that does not create wastewater. We have been paying the same rate for water to St Johns since the system was installed, which is $15 and we never go above that fee, and they do a very good job.

If you require any additional information, please advise. Thank you for your consideration.

Sincerely,

Paul Hemby

ORIGINAL

RECEIVED-FPSC
DISTRIBUTION CENTER
07 JUN 11 AM 10:48
AM 7:51
COMMISSION
CLERK

5513 Prince Avenue
Sebring, FL 33875

June 5, 2007

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

Re: Docket No. 060368-WS

Gentlemen:

Concerning the Application by Aqua Utilities Florida, Inc. (Utility) for rate increase in Highlands County, Florida, (Docket No. 060368-WS), it is our request that you DENY this proposed rate increase for our water supply in the Sebring Lakes development, Highlands County, FL.

The original developer of this water system had Southwest Florida Water Management District cost assistance to provide water to our area because of the extremely serious EDB problem in our private wells. The alternative would be to continually serve the development with filters for their private wells at a considerable expense to the State of Florida. Mr. Short provided us with good water at a fair price and we were very happy with his service. Upon the sale of the system, our rates went up to $9.68 base rate. Now, we are being notified that the proposed rate increase is extreme! Many of the residents of Sebring Lakes are away from their homes for the summer, and would be subject to the base rate of $47.37 interim rate and the final rate of $28.82 even though they are using no water at all! I have yet to find the length of time the base rate of $47.37 is to remain in effect as an interim rate. A great many of us are retirees and must manage on a fixed income. As the system in Sebring Lakes is new, we must be paying for areas with old systems that needed the extensive repair work the notice mentions. Not fair to us!

We are asking you to protect us from this unfair increase for a very necessary utility. Our water supply should not be subject to continued, extreme increases for the Utility Company.

Thank you for your consideration.

Sincerely,
Bill Lee
Charlotte Lee

Bill and Charlotte Lee
(712-884-2556)

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

Ann Cole

From: Ann Cole
Sent: Monday, June 11, 2007 8:56 AM
To: Office of the Chairman; Cheryl Bulecza-Banks; Troy Rendell
Cc: Timolyn Henry; Matilda Sanders; Kay Posey; Linda Duggar; Larry Harris; Roberta Bass
Subject: RE: Chulouta Water crisis - Public Service Commission Docket # 060368-WS

Tracking:

Recipient	Message Status
Office of the Chairman	
Cheryl Bulecza-Banks	
Troy Rendell	
Timolyn Henry	
Matilda Sanders	
Kay Posey	
Linda Duggar	
Larry Harris	
Roberta Bass	

Thank you for this information, which will be placed on the correspondence side of the docket file today.

From: Office of the Chairman
Sent: Monday, June 11, 2007 7:45 AM
To: Cheryl Bulecza-Banks; Troy Rendell
Cc: Timolyn Henry; Matilda Sanders; Ann Cole; Kay Posey; Linda Duggar; Larry Harris; Roberta Bass
Subject: FW: Chulouta Water crisis - Public Service Commission Docket # 060368-WS

Cheryl,
Please handle for the Chairman.

Records Staff,
Please place in the correspondence side of the docket file.

Sandy Simmons
Scheduling Coordinator
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Telephone: (850) 413-6008
Fax: (850) 413-6009

From: lionel santiago [mailto:lsant777@bellsouth.net]
Sent: Sunday, June 10, 2007 8:01 PM
To: Office of the Chairman; Katrina McMurrian; NLGuth@aquaamerica.com; dmerkt@seminolecountyfl.gov; gvenn@seminolecountyfl.gov; posey.bill.web@flsenate.gov; info@nancyargenziano.com
Cc: rmckay@vertiquest.com
Subject: Chulouta Water crisis - Public Service Commission Docket # 060368-WS

Public Service Commission Docket # 060368-WS

CHULOUTA WATER CRISIS

I am writing in reference to the proposed water and sewer rate increase by Aqua Utilities of Florida.

I am a resident of Seminole County and live in the area of Chuluota, in the The Trails subdivision. Since moving into the area, we were shocked to experience very high water and sewer rates. As a previous resident of Orange County for the last 25 years, my family has never been subjected to such unfair rates. **Since moving to the Chuluota area two years ago, we have received several letters from Aqua Utilities in reference to contamination in our water supply. It even urged pregnant women, not to drink the water.**

The table data below, taken from a **"Notice to the Public"** flyer sent to Aqua Utilities customers in our community clearly illustrate the aforementioned. Astonishingly…the rate of pollution in our water actually INCREASED from previous samples.

SAMPLE DATE		TTHM (µg/L)	RAA (µg/L)
First Quarter 2006	3/9/2006	114.8	104.7
Second Quarter 2006	5/16/2006	176.8	148.9
Third Quarter 2006	8/4/2006	127.3	135.5
Forth Quarter 2006	11/16/2006	147.6	141.6

SAMPLE DATE	TTHM (µg/L)	RAA (µg/L)
Second Quarter 2006	176.8	148.9
Third Quarter 2006	127.3	135.5
Fourth Quarter 2006	147.6	141.6
First Quarter 2007	161.5	153.3

Amazing…the residents of our community have been priced gouged for years by a company who is providing contaminated drinking water.

Adding insult to injury, Aqua Utilities has submitted to the **PSC** a proposal to increase the base water rates almost **3 TIMES** what we are currently paying, which is high in the first place when compared to other utilities in the area.

CHULUOTA MONTHLY WATER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 10.25	$ 13.54	$ 27.42
3/4 inch	$ 15.39	$ 20.33	$ 41.13
1 inch	$ 25.64	$ 33.85	$ 68.56
1 1/2 inch	$ 51.29	$ 67.73	$ 137.11
2 inch	$ 82.07	$ 108.37	$ 219.38
3 inch	$ 164.14	$ 216.72	$ 438.75
4 inch	$ 256.46	$ 338.63	$ 685.55
6 inch	$ 512.93	$ 677.28	$ 1,371.10
8 inch	$ 820.69	$ 1,083.64	$ 2,193.77
10 inch	$ 1,179.75	$ 1,557.74	$ 3,153.54
	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	$ 3.89	$ 5.13	
< 6,001 (Residential)			$ 2.42
Over 6,000 (Residential)			$ 3.02
Non-residential			$ 2.42

CHULUOTA MONTHLY SEWER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 22.01	$ 31.06	$ 67.14
3/4 inch	$ 33.03	$ 46.65	$ 100.71
1 inch	$ 55.03	$ 77.73	$ 167.85
1 1/2 inch	$ 110.05	$ 155.43	$ 335.71
2 inch	$ 176.09	$ 248.71	$ 537.13
3 inch	$ 352.17	$ 497.41	$ 1,074.26
4 inch	$ 550.26	$ 777.21	$ 1,678.93
6 inch	$ 1,100.56	$ 1,554.41	$ 3,357.06
8 inch	$ 1,760.89	$ 2,487.06	$ 5,371.30
10 inch	$ 2,531.29	$ 3,575.10	$ 7,721.24
	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	$ 8.01	$ 11.32	$ 7.81
Non-residential	$ 9.60	$ 13.55	$ 9.36

Current Water Rates

Proposed Water Rates

This is an outrage. It is insulting that such blatant abuse is tolerated by government officials.

Recently, I started to scrutinize my monthly water bills and "documenting" evidence of their deceptive practices. For example, the following bill is my bill for the period of 4/20/07 to 5/18/2007. It is for $250.73 for 25,800 gallons of water used according to Aqua Utilities. Not only is the amount of water used erroneous, note my amount of water used and gallons and then compare them to my next door neighbor..THEY ARE THE SAME. Coincidense…NO WAY. We have no pool and in my 11 years as a homeowner, I have never used 25,800 gallons. This is only a small sample of the evidence accumulated in the past several months documenting Aqua Utilities's behavior.

AQUA

Service To:
LIONEL SANTIAGO
222 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]
CHULOTA

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

Tel: 877.987.2782
Fax: 866.780.8292
e Mail: custserv@aquasmerica.com

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

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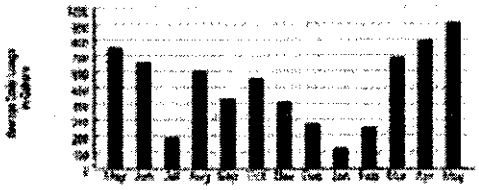

Message Center

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1336456 IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION FL 3540188

Return this portion with your payment.
Keep top portion for your records.

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

Service To:
LIONEL SANTIAGO
222 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]

Total Amount Due: $ 250.73
Due Date: June 14, 2007

Amount Enclosed
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******AUTO**5-DIGIT 32766 C 77 P 90
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222 VELVETEEN PL
CHULUOTA FL 32766-6002

[redacted]

AQUA

Service To:
ROY TANNER
218 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]
CHULOTA

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

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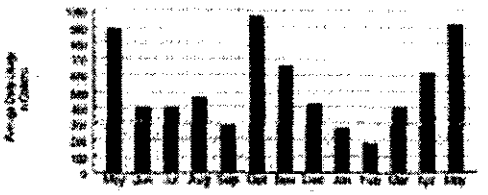

Read Types: Actual Estimated Customer

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762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

Service To:
ROY TANNER
218 VELVETEEN PL
CHULUOTA, FL 32766-6002

Account Number
[redacted]

Total Amount Due	Due Date
$ 250.73	June 14, 2007

Amount Enclosed
$

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then mail to address on back.

[redacted]

Seq=27865 Cycle=3303 Typ=EM200

******AUTO**5-DIGIT 32766 C 77 P 90
ROY TANNER
218 VELVETEEN PL
CHULUOTA FL 32766-6002

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Respectfully submitted,

Lionel and Becky Santiago
222 Velveteen Place
Chuluota, FL 32766
321-689-9877
lsant777@bellsouth.net

Application for a Rate Increase in ORIGINAL

Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC 07 JUN -8 PM 2:22 COMMISSION CLERK

Docket No. 060368-WS

Name Minnie R Smith

Address 132 Magnolia St

Satsuma, Fl 32189

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I cannot drink the water

Had to put in a filtering system

all it's good for is washing clothes & flushing toilet

CMP ____

COM ____

CTR ____

ECR 1

GCL 1

OPC ____

RCA ____

SCR ____

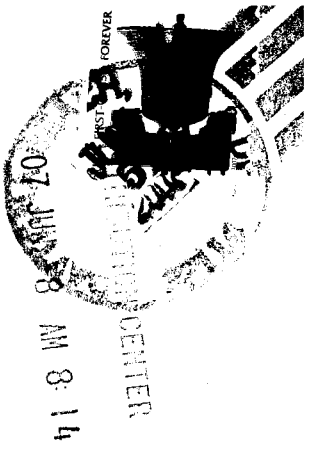
SGA ____

SEC ____

OTH ____

Fold and tape -- see back for address

Ms. Minnie Smith
132 Magnolia St
Satsuma FL 32189



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

Fold Here

Tape

Fold Here

ORIGINAL

Zephyr Shores Property Owners Inc
35112 Ada Av
Zephyrhills, Fl 33541
June 5,2007

RECEIVED-FPSC
07 JUN -8 PM 3:22
COMMISSION
CLERK

Florida Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850

Re: Complaint regarding Aqua Utilities Florida, Inc-Docket No060368WS

This letter is from a 55 and older community that most of us are on fixed incomes. The rate increase will impact all of us in our daily lives. The Board of Directors would like you to reconsider this rate increase in behalf of the park residents.

Board of Directors- President Robert S. Ellis
Robert S Ellis

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

ORIGINAL

RECEIVED-FPSC
07 JUN -8 PM 3:22
DISTRIBUTION CENTER
07 JUN 11 AM 8:13
COMMISSION
CLERK

Robert & Janice Ellis
4600 Clarice Av
Zephyrhills, Fl 33541
June 5,2007

Florida Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850

Re: Complaint regarding Aqua Utilities Florida, Inc.-- Docket No 060368 WS

This is a written complaint to let you know we are not in favor of the rate increase of our water supply. We feel we already pay too much for water we can not drink(we know it passes the "test" procedures but it tastes terrible and smells bad too with too much chemicals for us.

Hope this letter will help the board reconsider the rate increase.

Robert S Ellis

Janice L Ellis

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED
07 JUN -8 PM 3:22
COMMISSION CLERK

Name Brenda Scott

Address 7117 SW Archer Rd #2621

Gainesville, Fl 32608

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Dear commission. We are highly opposed to this proposed increase. The last rate increase that was approved in April is already straining my budget. I am a disabled single mother of two and I live on social security. If this increase is approved, I will have no water because I simply CANNOT afford it. We did not ask or consent for new meters to make it easier to read in comparison to GRU, currently it is double. We are praying hoping you will DENY this rate increase. Please consider all of us.

Sincerely,
Brenda Scott
352-367-0872.

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OTH

Fold and tape – see back for address

Brenda Scott
Lot 2621
7117 SW Archer Rd.
Gainesville, FL 32608-4658

GAINESVILLE FL
JUN 7 2007
USA FIRST-CLASS
07 JUN -8 AM 8:14
DISTRIBUTION CENTER

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

DOCKET No 06036-SWS

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Docket No. 060368-WS

RECEIVED-FPSC 06 JUN 28 PM 3:22 COMMISSION CLERK

Name LINDA L SMITH

Address 129 MAGNOLIA ST
SATSUMA, FL 32189

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

THIS IS AN OFFICIAL PROTEST AGAINST THE RATE HIKE FOR HERMITS COVE. EVEN WITH THE INTERIM RATES NOW IN AFFECT OUR WATER BILLS HAVE ALMOST DOUBLED.

THE PEOPLE LIVING IN THIS AREA ARE ON VERY LIMITED INCOMES. IF THE RATE HIKE CAME WITH IMPROVED WATER QUALITY IT MAY BE DIFFERENT, BUT THIS WATER CANNOT EVEN BE USED AS DRINKING WATER. THE DISTRICTS OWN REPORT SHOWS IT TO CAUSE KIDNEY DAMAGE. THUS WE'RE NOT ONLY ASK TO PAY ASTRONOMICAL RATES, BUT HAVE TO FIND OTHER SOURCES OF WATER FOR DRINKING AND COOKING!

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Linda Smith
129 Magnolia St.
Satsuma, FL 32189-2825

DAYTONA BEACH
FL 321 2 L
06 JUN 2007 PM

USA FIRST-CLASS FOREVER

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

32399-0850

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DISTRIBUTION CENTER
07 JUN -8 AM 8:15

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
06 JUN -7 PM 1:19
COMMISSION CLERK

Docket No 060368-WS

Mary Trapp
108 Ivey St Satsuma FL 32189
(Hermit's Cove)

To The Florida Public Service Commission:
DOCKET NO.060368-ws

Aqua Utilities has taken the opertune time to request a raise on the base rate for the water in Hermits Cove.Here in Hermit's Cove as in many of the small surrounding areas it is largely occupied by senior retirees.The rest is very low wage earning folks.On Ivey St. alone, where we live there are 7 unoccupied mobile homes as these people are up north visiting their families & one is in a nursing home.Some are gone for months already & will not be back until Oct. & Nov.This means this is clear money for the water co.since none will be used & hardship for those having to pay it.If you check the taxes on this area you will find it is not luxury living.The records that are kept by Aqua Utilities will speak for themselves as they are taking in excessive amts. of money as of this last rate of 12.57.If you would like to try the water to see what you think, be prepared to hold your nose.Anybody that can afford to has been buying drinking water.

We ask that you do not give another rate raise as this last one will do enough damage to most of these folks.

Thank You,Mary Trapp 108 Ivey St.Satsuma,FL 32189

Mary Trapp
386 6494092

CMP ____
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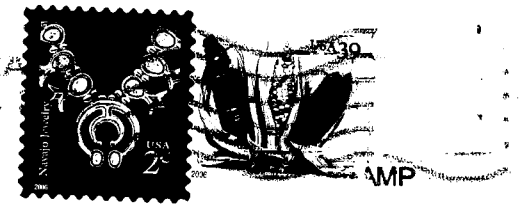
SGA ____

Mary Trapp
108 Grey St
Satsuma FL 32189

DAYTONA BEACH
FL 321
05 JUN 2007



07 JUN -7 AM 7:23

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

32399-0850

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Rate Prior To Filing
9.33 gallonage 4.64

Interim Rates
12.57 gallonage 6.25

Requested Final
34.17 gallonage 6.97

ORIGINAL

RECEIVED-FPSC
07 JUN -7 PM 4:19
COMMISSION
CLERK

June 1, 2007

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

RE: Docket No. 060368-WS

To whom it may concern;

I am writing this in regards to the rate increase for our water in Palm Terrace Gardens. Aqua Utilities Florida, Inc. has increased water service prices and I think the increase is unfair and priced to high.

Irene Johns
11235 Rhonda Ave
Port Richey, FL 34668

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ORIGINAL

RECEIVED-FPSC
07 JUN -7 PM 4:19
COMMISSION
CLERK

May 30th, 2007

Director, Division of the Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Attn: Kim

We are writing in regard to the proposed large rate increases by Aqua Utilities, Docket # 060368-WS. We are concerned customers and must point out that these rates seem to be on the high end from other areas. We also are senior citizens and must live on a fixed income and do not approve of this rate increase.

If work has been done on the system as stated, our water pressure shows no improvement. Aqua Utilities bills in the last couple of months have not shown a breakdown as to what the base facility charges are for water & sewer or a breakdown for water and sewer usage. That leads me to believe that they do not want us to see the interim rate increase, which we also feel is unfair before an increase is actually approved.

Thank you in advance for your kind attention to this matter.

Very truly yours,

James A. Beims

Judith A. Beims

CMP ____
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OTH ____

Ms Judith A Beims
28129 Tammi Dr
Tavares FL 32778-9445

ORIGINAL

RECEIVED-FPSC
07 JUN -7 PM 4:19
COMMISSION
CLERK

June 4, 2007

Director, Division of the Commission Clerk
and Administrative Services, Florida Public
Service Commission-Docket #060368-WS
2540 Shumard Oak Boulevard,
Tallahassee, Florida 32399-0870

Dear Sir,

I am writing to express my objections to the proposed rate increase from AQUA Utilities which will affect most of the residents of Venetian Village located in Lake County Florida.

My husband and I have lived here almost 30 years and have consistently paid a higher water/sewer bill than any one else in our area of the state. We feel it is unfair for AQUA utilities to ask for an increase that would double our monthly bills.

To place this in prospective, our average bill in 2006 was approximately $95. The proposed increase would change this to about $180. This amount is higher than our average electric bill.

I understand that they claim to need this increase to replace equipment. Most businesses allow for depreciation to off set these costs. An interim rate has been allowed and should be the maximum increase available to them.

Thank You, Joan M. Shafar

Joan M. Shafar
28012 Tammi Drive
Veneitian Village
Tavares, Florida 32778

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ORIGINAL

RECEIVED-FPSC

07 JUN -7 PM 4:19

COMMISSION
CLERK

Director, Division of the Commission Clerk
and Administrative Services, Florida Public
Service Commission-Docket #060368-WS
2540 Shumard Oak Boulevard,
Tallahassee, Florida 32399-0870

June 4, 2007

Dear Sir,

I am writing to express my objections to the proposed rate increase from AQUA Utilities which will affect most of the residents of Venetian Village located in Lake County Florida.

My wife and I have lived here almost 30 years and have consistently paid a higher water/sewer bill than any one else in our area of the state. We feel it is unfair for AQUA utilities to ask for an increase that would double our monthly bills.

To place this in prospective, our average bill in 2006 was approximately $95. The proposed increase would change this to about $180. This amount is higher than our average electric bill.

I understand that they claim to need this increase to replace equipment. Most businesses allow for depreciation to off set these costs. An interim rate has been allowed and should be the maximum increase available to them.

Thank You,

Kenneth L. Shafar

Kenneth L. Shafar
28012 Tammi Drive
Veneitian Village
Tavares, Florida 32778

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ORIGINAL

RECEIVED-FPSC
07 JUN -7 PM 4:19
COMMISSION CLERK
DISTRIBUTION CENTER
07 JUN 7 AM 7:36

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Re: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

CMP ____
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OTH ____

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.
The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely,

Joseph T. Yeatts
Leesburg, Fla —

Note: These people are trying to rip-off Consumers like the big oil Companies!!!
Please don't let this happen —

Joseph T. Yeatts
1439 New abbey Ave
Leesburg, Fla. 28734

ORIGINAL

RECEIVED
07 JUN -7 PM 4:19
COMMISSION CLERK

Leisure Living
By
Patio Land

2002 Southwest 17th Street
Ocala, Florida 34474
Phone: 352-629-0984 Fax: 352-629-3577

0603608 - WS

Dear Commission Members,

Just a note to express our opinion that Aqua Utilities is certainly charging enough for their water services. We our forwarding a copy of our water bill from Ocala where we have the same number of restrooms and run the sprinklers on the same day.Thank you for your time.

Barnett Hatchett

Barnett Hatchett

Patio land & Rattan Village
2002 SW 17th St.
Ocala, FL 34471

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Electric Utility
Connecting the Community.SM

P.O. Box 1330, Ocala, FL 34478-1330 • Website www.ocalaelectric.com
To report a power outage, please call 351-6666.

3/23 ✓
CK# 32130

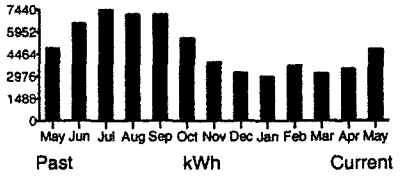
Patio Land
Account Number: 4859100000
Billing Date: May 16, 2007

001332

Account Summary for Bill Date 5/16/2007	
Previous Balance – Cut Date 5/23/2007	**$ 1,171.11**
Customer Payment Received – 4/27/2007	–1171.11
Current Charges – Due 5/31/2007	**1,416.65**
Amount Due	**$ 1,416.65**
Subject To Be Cut 6/21/2007	

Service Address: 2002 SW 17TH ST, OCALA, FL 34474

Electric
Inquiries: 629–8411



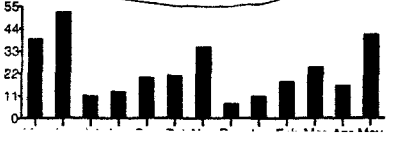
Service from 4/17/2007 – 5/16/2007
General Service

Electric Service Charge	$ 7.00
Energy Charges 4,780 kWh x $0.07524/kWh	359.65
Energy Mgmt Cost Adj 4,780 kWh x $0.000436/kWh	2.08
Bulk Power Cost Adj 4,780 kWh x $0.026/kWh	124.28
Florida Gross Receipts Charge	12.64
Utility Tax	47.59
Florida State Sales Tax (Energy)	37.93
Subtotal	**$ 591.17**

kWh Consumption Data

Meter Number	Read Type	Current Read Date	Current Reading	Prior Read Date	Prior Reading	Reading Difference	Meter Constant	Total Consumption
16488	Regular	5/16/2007	1787	4/16/2007	97007	4780	1	4,780

Water
Inquiries: 351–6770



Service from 4/17/2007 – 5/16/2007
Commercial

5/8" Meter Base Charge	$ 9.20
(41) Hundred Cubic Feet at $0.82 per 100 CF	33.62
Subtotal	**$ 42.82**

AQUA

Service To:
LEISURE LIVING
2900 EAGLES NEST RD
FRUITLAND PARK, FL 34731-5465
Lot: 0009000 Block:

Account Number
000894246 0637221
SKYCREST

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 09, 2007	**$ 361.30**	**May 31, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78211910	5/8	05/02/07	29	Actual	2308800	99,700	Gallons
		04/03/07		Actual	2209100		

Average Daily Usage = 3,437 Gallons Total Days: 29 Total Usage: 99,700 Gallons

✓ ck# 1826

Billing Detail

Amount Owed from Last Bill	$ 176.42	Credit
Total Payments Received	0.00	
Balance	**176.42**	**Credit**
Water Base Facility Charge at Old Rate	3.99	
27,503 gallons @ $0.00423 per gallon	116.34	
Water Charges At Old Rate	120.33	
Water Base Facility Charge at Current Rate	13.81	
Next 72,197 gallons @ $0.00559 per gallon	403.58	
Water Charges At Current Rate	417.39	
Total Water Charges	537.72	
Amount Due 05/31/07	**$ 361.30**	

5.15
LL

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3351205

ORIGINAL

123 Peaceful Valley Road
Clarks Summit, PA 18411
May 30, 2007

RECEIVED-FPSC
07 JUN -7 PM 4:19
COMMISSION CLERK

Dear Sir:

Docket # 060368-WS

I am writing regarding the application by Aqua Utilities Florida, Inc. for a rate increase. My wife and I spend our winters in Zephyrhills, Florida and appreciate our surroundings there so. Like so many other retirees, we live on a limited income and endeavor to save throughout the year for our individual expenses. I believe that a rate increase will be difficult for many to afford. Insurance has risen along with other expenses. Some folks have sold their homes because of increases that they cannot meet. Others speak of possibly not returning to Florida - it is becoming or already is too pricey.

I trust you may take the above as you consider whether or not Aqua Utilities Florida should have a rate increase approved.

Thanks for listening!

Sincerely,
Norman & Phyllis Bright

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Now Is the Time to Trust Christ

"Seek ye the Lord while he may be found, call ye upon him while he is near" (Isaiah 55:6). "Boast not thyself of tomorrow; for thou knowest not what a day may bring forth" (Proverbs 27:1).

"So then every one of us shall give account of himself to God" (Romans 14:12). "And as it is appointed unto men once to die, but after this the judgment" (Hebrews 9:27), but he that believes on Him shall not come into judgment (John 5:24).

— Compiled by Joe Ladd

MY DECISION

Realizing that I am a sinner and believing that Christ died for my sins, I now trust Him to be my personal Savior and depend on Him to forgive my sins, change my heart, and give me everlasting life as He promised to do. I am glad to confess Him as my Savior.

Name _____

Address _____

City _____ State _____ Zip _____

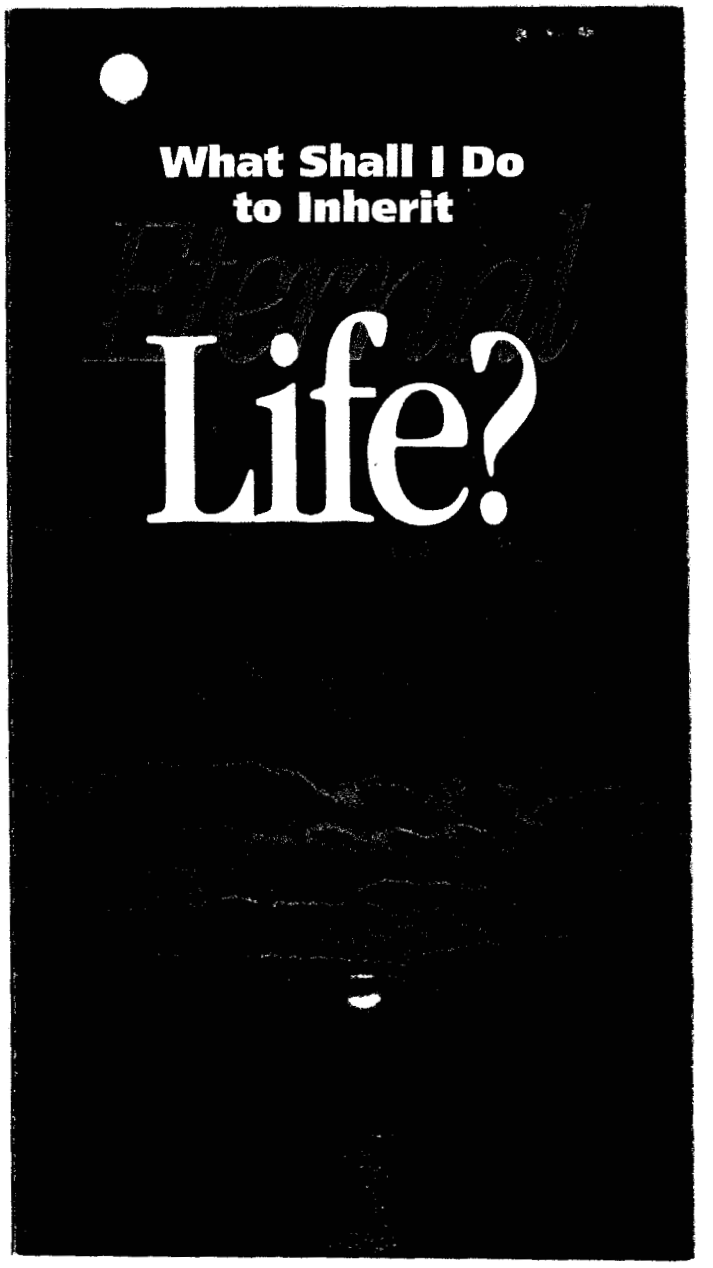
Mail this form to the church below, or to Regular Baptist Press to let us know of your decision. After trusting Christ as Savior, you grow to be more like the Lord Jesus by praying regularly, reading the Bible daily, giving personal testimony, and sharing your faith with others.

Additional copies may be obtained from Regular Baptist Press, 1300 North Meacham Road, Schaumburg, IL 60173-4806.

RBP4007

Regular Baptist Press
Building Lives by the Book

What Shall I Do to Inherit Eternal Life?



the fact that they say their prayers, read their Bibles, go to church, partake of the sacrament and perform other duties, but all this will not take the place of the new birth (conversion).

It is not how good you are but whether you are saved.

Some say, "I believe in the Apostles' Creed; I say the catechism; I am orthodox; I hold right views about the Bible and the atonement." You can be orthodox and be lost forever. Christ said, "Ye must be born again." John 1:12 reads, "But as many as received him, to them gave he power to become the sons of God, even to them that believe on his name."

The question you need to answer has to do with eternity. Your joy or your sorrow for eternity depends upon it. The question is: Are you saved? It is not how good you are but whether you are saved. No one can enjoy the blessing of God or go to Heaven without being saved. Jesus said to Nicodemus in John 3:7, "Ye must be born again." God has a simple plan for salvation.

1. Knowing I have sinned

Romans 3:23 — "For all have sinned, and come short of the glory of God."

James 2:10 — "For whosoever shall keep the whole law, and yet offend in one point, he is guilty of all."

Isaiah 53:6 — "All we like sheep have gone astray; we have turned every one to his own way; and the LORD hath laid on him the iniquity of us all."

2. Knowing the Penalty of Sin

Romans 6:23 — "For the wages of sin is death; but the gift of God is eternal life through Jesus Christ our Lord."

Galatians 6:7, 8 — "Be not deceived; God is not mocked: for whatsoever a man soweth, that shall he also reap. For he that soweth to his flesh shall of the flesh reap corruption; but he that soweth to the Spirit shall of the Spirit reap life everlasting."

Hebrews 9:27 — "And . . . it is appointed unto men once to die, but after this the judgment."

3. Knowing God's Remedy for Sin

God has already provided the way of salvation.

1 Peter 3:18 — "For Christ also hath once suffered for sins, the just for the unjust, that he might bring us to God."

Romans 5:8 — "But God commendeth his love toward us, in that, while we were yet sinners, Christ died for us."

1 John 4:9, 10 — "In this was manifested the love of God toward us, because that God sent His only begotten Son into the world, that we might live through him. Herein is love, not that we loved God, but that he loved us, and sent his Son to be the propitiation for our sins."

John 3:16 — "For God so loved the world, that he gave his only begotten Son, that whosoever believeth in him should not perish, but have everlasting life."

4. Being Saved

John 1:12 — "But as many as received him, to them gave he power to become the sons of God, even to them that believe on his name."

Romans 10:9, 10 — "That if thou shalt confess with thy mouth the Lord Jesus, and shalt believe in thine heart that God hath raised him from the dead, thou shalt be saved. For with the heart man believeth unto righteousness; and with the mouth confession is made unto salvation."

John 3:36 — "He that believeth on the Son hath everlasting life: and he that believeth not the Son shall not see life; but the wrath of God abideth on him."

5. Having Assurance of Salvation after Believing

John 5:24 — "Verily, verily, I say unto you, He that heareth my word, and believeth on him that sent me, hath everlasting life, and shall not come into condemnation; but is passed from death unto life."

1 John 5:13 — "These things have I written unto you that believe on the name of the Son of God; that ye may know that ye have eternal life, and that ye may believe on the name of the Son of God."

Ephesians 1:7 — "In whom [Jesus Christ] we have redemption through his blood, the forgiveness of sins, according to the riches of his grace."

OBJECTIONS

IF YOU ARE STRUGGLING with this important matter of conversion, Satan will throw many conflicting thoughts your way in the battle for your soul. Here are a few of them, with the Bible's answers.

I have too much to give up in order to trust Christ and live for Him: Matthew 16:26 — "For what is a man profited, if he shall gain the whole world, and lose his own soul? Or what shall a man give in exchange for his soul?"

I am not good enough: Ephesians 2:8, 9 — "For by grace are ye saved through faith; and that not of yourselves: it is the gift of God: Not of works, lest any man should boast."

I am already good enough: Titus 3:5 — "Not by works of righteousness which we have done, but according to his mercy he saved us."

Galatians 2:16 — "By the works of the law shall no flesh be justified."

John 14:6 — "Jesus saith unto him, I am the way, the truth, and the life: no man cometh unto the Father, but by me."

Romans 3:23 — "For all have sinned, and come short of the glory of God."

Ecclesiastes 7:20 — "For there is not a just man upon earth, that doeth good, and sinneth not."

John 3:3 — "Except a man be born again, he cannot see the kingdom of God."

I am afraid people will make fun of me: 1 Peter 3:14 "But and if ye suffer for righteousness' sake, happy are ye: and be not afraid of their terror, neither be troubled."

Other ways or religions are just as good: John 14:6 "Jesus saith unto him, I am the way, the truth, and the life: no man cometh unto the Father but by me."

Maybe I will do it later: 2 Corinthians 6:2 — "Behold, now is the accepted time; behold, now is the day of salvation."

I am trusting education: Colossians 2:8 — "Beware lest any man spoil you through philosophy and vain deceit, after the tradition of men, after the rudiments of the world, and not after Christ."

Trusting Christ seems unreasonable to me: 1 Corinthians 1:18 — "For the preaching of the cross is to them that perish foolishness; but unto us which are saved it is the power of God."

I see Christians who are hypocrites: Romans 14:4 "Who art thou that judgest another man's servant? To his own master he standeth or falleth."

I just am not interested: Hebrews 10:29 — "Of how much sorer punishment, suppose ye, shall he be thought worthy, who hath trodden under foot the Son of God, and hath counted the blood of the covenant, wherewith he was sanctified, an unholy thing, and hath done despite unto the Spirit of grace?"

"Verily I say unto you, Except ye be converted, and become as little children, ye shall not enter into the kingdom of heaven"

(Matthew 18:3).

THESE ARE THE WORDS o[illegible] us Christ Himself. [illegible]e can be no authority beyond His. "Verily" [illegible]s "truly," and it is something to which you [illegible] to pay close attention. The only way to be [illegible] converted; this, according to God's Word, the Bible, is the only way to enter into Heaven.

The idea that God is so merciful and loving that everyone will somehow make it into Heaven is totally false.

What is conversion? When a piece of land is sold, we say it has been converted from one person to another. Conversion, then, involves a change of owners. From being Satan's, we become Christ's. Our affections, our desires, our longings then go out to Him. God's Son, Jesus Christ, gave Himself by dying on the Cross of Calvary. His shed blood paid the price for our sins. In being converted, we ac[illegible] (place our faith in) Christ as [illegible] Savior, and we serve Him from [illegible] time on.

The idea that God is so merciful and loving that everyone will somehow make it into Heaven is totally false.

Every person must do som[illegible] thing about Christ. There is [illegible] middle course. No one can sink s[illegible] low in sin or rise so high in socie[illegible] that he cannot or need not b[illegible] saved. No one is so poor or rich that he cannot be saved (converted). No one ever missed Heaven because he was a terrible sinner. We miss Heaven because we refuse to trust Christ as our Savior. No one can be saved unless he is born again (converted): "Ye must be born again" (John 3:7). The necessity is absolute.

Baptism and confirmation will not take the place of the new birth. No performance of religious rites will take the place of the new birth. A great many people are depending upon

ORIGINAL

RECEIVED-FPSC
07 JUN -7 PM 4:19
COMMISSION
CLERK

34950 Carl Ave
Zephyrhills, Florida
33541
6/4/07

Office of Commision Clerk,
Florida Public Service Commision
2540 Shuman Oak Boulevard
Talahassee, Florida
32399-0850

Re: Proposed rate hike by Aqua Utilities
Docket # 060368-WS

The proposed rate increase nearly triples the meter charge which would dramatically increase the cost to the consumer even if they didn't use much water. It is unfair as the infrastructure has been there for many years. Reasonable increase in water rates would be acceptable based on the amount of water used.

Thank You
Peter Huta

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RECEIVED FPSC
07 JUN -7 PM 4:19
COMMISSION CLERK

May 29, 2007
1009 Oakhill Street
Seffner, FL 33584

Dir., Div. of Commission Clerk & Admin. Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

Dear Sirs:

We are property owners in Rosalie Oaks Subdivision in Lake Wales Florida. Aqua Utilities has applied for a water and sewer rate increase. By October 2007 our final rate increase will be $122.33 per month ($21.75 water, $100.58 sewer)-over 220%.

Our park consists of mainly retired people. Many are widows living on a fixed Social Security income.
As you are aware, taxes and insurance have increased tremendously in Polk County since the hurricanes. This excessive increase in water and sewer will place a hardship on most residents. The yearly water and sewer bill will be equal to, or more than, the combined property tax and insurance bills for many. This does not seem to be a fair or reasonable increase.

Yearly Water & Sewer $1464. Taxes + Insurance $1460 on a home valued at $42,000.

Please consider this as you review Docket #060368-WS. Your time and attention will be greatly appreciated.

Sincerely,

Ruth R. Fowler

Raymond E. Fowler

Raymond & Ruth Fowler

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RECEIVED-FPSC
07 JUN -7 PM 4:18
COMMISSION CLERK

ORIGINAL

Richard J. Vaughn
35156 Zephyr Shores Dr.
Zephyr Hills FL.
33541

RE: Application by Aqua Utilities Florida for rate increase in Pasco County

Docket No: 060368-WS

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06249-07
DISTRIBUTION:

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I want the Commission to check and compare the rates for Aqua Utilities water and sewer at Zephyr Shores Estates to the other water rates of other Water Companies in Pasco County and in our Area. We are at least 25% higher than others. that are not Aqua Utilities. In order to keep our bills under 3000 gals. usage per month we cannot wash our vehicles, water our lawns or landscaping. Also there is one very disturbing problem when people are not flushing there toilet stools after using it for several times a day. This is a health hazard that the County Health Dept. should look into. Something is wrong when they

go North (the ones that do) and they do all these things but the Water usage per gal. is still less than here.

Also I have seen nothing that Aqua Utilities has done to improve service to us. Especially the sewer problems that have not been corrected in the Park so I'm told.

I will say this Aqua can't even bill Customers Correctly. They estimate bills and charge ahead for water not used then when you call them they are very sarcastic and uncoperative. When I get a $110. water bill it does not fit my budgit

This issue should be investigated throughly before they are given the increase.

So Please consider our plea before a decision is made. I only hope more of my neighbors respond to this plea.

Thank you
Richard J. Vaughn

Docket # 060368

ORIGINAL

FLORIDA
DEPARTMENT OF
FINANCIAL
SERVICES

RECEIVED-FPSC
07 JUN -6 PM 2:43
COMMISSION
CLERK

ALEX SINK
CHIEF FINANCIAL OFFICER
STATE OF FLORIDA

June 4, 2007

Ketema and Angelica Harris
507 Granite Circle
Chuluota, FL

Re: File Number: CP 20070500580
Aqua Utilities

Dear Mr. and Mrs. Harris:

We have received at the Department of Financial Services your letter concerning Aqua Utilities. We appreciate the opportunity of serve you.

After reviewing your letter, we have determined the difficulties you are experiencing are not within the purview of the Department of Financial Services. Therefore, in an effort to assist you, we are forwarding your correspondence to the agency listed below.

Public Service Commission
Division of Consumer Affairs
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
(800) 342-3552

The Department of Financial Services assists with inquiries or concerns pertaining to the insurance and banking industries within the State of Florida. Please let us know if our Department may assist you in either of these areas. You may call our toll-free Consumer Helpline at 1-800-342-2762 in Florida, or (850) 413-3132 out-of-state. We would also like to invite you to visit our website at www.fldfs.com for additional insurance or banking information.

Sincerely,

Mary A. Westbrook

Mary A. Westbrook
Insurance Specialist II
(850) 413-5898

cc: Public Service Commission

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MARY A. WESTBROOK • INSURANCE SPECIALIST II
DIVISION OF CONSUMER SERVICES • BUREAU OF CONSUMER ASSISTANCE
200 EAST GAINES STREET • TALLAHASSEE, FLORIDA 32399-0322 TEL. 800-342-2762 • FAX 850-413-1551
EMAIL • MARY.WESTBROOK@FLDFS.COM

AFFIRMATIVE ACTION • EQUAL OPPORTUNITY EMPLOYER

May 19, 2007

Dear Commissioner:

This letter is in regards to Aqua Utilities. We live in Chuluota, Florida, in the subdivision the Reserve at the Trails. We have numerous complaints regarding our water company, Aqua Utilities. I realize you may already be aware, but something seriously must be done about this company. It is affecting everyone in our community, and our families, in more ways than one.

First and foremost the contaminants in the water. We have been receiving notification from Aqua that the water MAY be contaminated, but that it is still okay to drink. We have found out later that this is not true, and that the water IS in fact, contaminated with cancer-causing chemicals. We are bathing in this water, drinking it, our children are doing the same, and this has not been properly taken care of by them. Even if they simply think that it is contaminated, they have done nothing to improve the situation. In the meantime, our family's health is at stake!

Secondly, the rates we are being charged, and our overall bills are astronomical, and now the company is proposing yet another rate increase. This is absurd, considering there are other homes in our area that also have Aqua Utilities and are not paying as much in water as we are. It seems to be only the new construction (the Trails and Osprey Lakes), as far as we are aware, that are paying these outrageous water bills. Others that have Aqua Utilities do not seem to be paying as much as we are in water. We also do not think the company is even reading the meters monthly, for the most part at least. There is no way my family of 5 consumes 42,000 gallons of water in 28 days. Yet, that is how much we have been billed in the past for water. Our bills do not fluctuate based on our consumption; there are months when we turn off our irrigation systems to hope to feel a relief in the water bill, yet our consumption remains almost the same. There are months when we have been on vacation for part of it, and yet our water consumption remains almost the same. It does not make any sense, and unfortunately, we are at the mercy of this company that is in control of our water supply. We have no place else to turn, and we are forced to pay their astronomical rates or have no water; water is a necessity for our families to bathe, eat, drink, etc., and so we have to pay what we are charged. It is unfair, unjust, and I would even venture to say some of their practices have got to be illegal.

Aqua Utilities also, in the month of April, changed their billing address and OUR account number with them without any notice to us at all. We have them in our web bill payer and pay our bills via that through our bank every month. The bill arrived in the mail, and we went to our bank online and paid the bill. It was returned to us because they changed this information without notifying anyone. Luckily, we noticed it and were able to call and process a payment over the phone which cost us an additional $4.95, but we did not have our water

disconnected for non-payment. However, we have MANY neighbors who were not so fortunate and their water was turned off for non-payment, although they paid their bill but did not change their account numbers or billing address, which the company changed without telling us. What kind of utility company does that? That is unprofessional and again, unfair to the consumer!

One more minor issue, at this point, is our water pressure. We are paying all this money for contaminated water that at times practically drips out of the faucet! That is completely unacceptable, especially after all that we are being forced to pay.

These are just some of the concerns that we have, we can barely afford to pay our water bill anymore and this rate increase they are proposing would leave many of us unable to pay them in the future and leaving our families without water. This is a serious, critical issue to our community and our families and we really need someone to listen and help us change what is becoming a very drastic situation. Thank you in advance for your consideration.

Sincerely,

Ketema and Angelica Harris
507 Granite Circle
Chuluota, FL. 32766
407-574-7289

ORIGINAL

Docket # 060368

RECEIVED-FPSC
07 JUN -6 PM 2:13
COMMISSION CLERK

BILL MCCOLLUM
ATTORNEY GENERAL
STATE OF FLORIDA

OFFICE OF THE ATTORNEY GENERAL

Office of Citizen Services
The Capitol
Tallahassee, Florida 32399-1050

Telephone (850) 414-3990 SUNCOM 994-3990
FAX (850) 410-1630 SUNCOM 210-1630

June 5, 2007

Mr. Don Soule
391 Velveteen Place
Chuluota, Florida 32766

Dear Mr. Soule:

Attorney General Bill McCollum has received your letter regarding Aqua Utilities.

In an effort to be of assistance, we have taken the liberty of forwarding your correspondence to the Florida Public Service Commission, the state agency which regulates investor-owned utilities including long distance carriers. The telephone number is (850) 413-6100, or toll-free (800) 342-3552 from within Florida.

We hope this referral proves helpful. Thank you for contacting the Florida Attorney General's Office.

If you would like to keep current with news on Attorney General McCollum's efforts to fight fraud please visit our website and subscribe to the Attorney General's weekly and monthly electronic newsletters: http://myfloridalegal.com/NewsBrie.nsf/Subscriber

Sincerely,

OFFICE OF CITIZEN SERVICES
Florida Attorney General's Office

OCS/ac

cc: Public Service Commission
Consumer Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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Bill McCollum
Attorney General
850-410-1630

CS/Utilities

5-12-07

My name is Don Soule and I live at 391 Velveteen Place Chuluota Florida 32766. I have lived in Seminole County at 3 different addresses for 15 years total.

My water and sewer bill has never averaged more than $45.00 a month until I moved into the Aqua Utilities section of Seminole County. Now my water + sewer bill averages $122.00 a month, 3 times more than in the other 2 locations, Oviedo + Winter Springs. Now Aqua Utilities wants to raise our base rate $100.00 a month, to 5 times more than anywhere else in Seminole County. Plus we have recieved notice that our water is bad, toxic!

I find it hard to believe that you, the Florida Government, would allow, in fact choose, to let this happen. Please protect us. Please give us a choice. Please tell me what else I can do to be able to stop drinking toxic water. All I ask is for reasonable pricing and safe water, like you have.

407-870-9006

RECEIVED
2007
Florida Public Service Commission
Division of BCA

Am I wrong in the assumption that if they are granted access to OUR right of ways, and are allowed an exclusive franchise, should they not have to make an attempt at customer service? Do they not owe me answers as to WHY my bill went from 67¢ per day to $1/0.45 per day?

Please! Help me! and, again, Please do NOT grant them their raise, and insist that they do whatever is necessary to take care of their customers, and provide timely answers.

Sincerely,

Glenn D. Thompson

cc: file
Aqua Util.

Glenn D.
36829 Skycrest Blvd.
Fruitland Park, FL 34731

CLK - CORRESPONDENCE
Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06249-07
DISTRIBUTION:

Docket # 060368

RECEIVED-FPSC
07 JUN -6 PM 2:43
COMMISSION CLERK

RECEIVED
JUN 06 2007
Florida Public Service Commission
Division of RCA

ORIGINAL

36829 Skycrest Blvd.
Fruitland Pk, Fl. 34734
2 June 07

Re: Aqua Utilities rate raises

Public Service Comm
Shumard Oak Blvd.
Tallahassee, Fl. 32399

Dear Madam or Sir:

Please! Please! do NOT grant the raise that Aqua Utilities has requested... nor any part of it!

For the past 24 months, my water bill has averaged $20.00/month. On 4-5-07, Aqua replaced my meter and for the NEXT 9 DAYS, they billed me for $94.04. That's $10.45 per day -- or $314.00/month!

Both times I have called them about my concerns, they promised to have answers for me by 31 May. Nothing!, whatsoever!

I cannot pay that kind of bill, and this issue is causing me huge amount of stress, but they apparently could care less!

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****CCA OFFICIAL DOCUMENT...****

Kimberley Pena 060368

From: Bev DeMello
Sent: Wednesday, June 06, 2007 11:50 AM
To: 'stpless@embarqmail.com'
Cc: Ann Cole; Kimberley Pena; Cheryl Bulecza-Banks; Troy Rendell; Ken Hoffman; 'davis.phyllis@leg.state.fl.us'; Rosanne Gervasi; Katherine Fleming; Ralph Jaeger; Tim Devlin; Marshall Willis; Janet Brunson
Subject: Aqua Utility Correspondence

Attachments: aquahearlist.doc

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

aquahearlist.doc (64 KB)

Ms. Shirley Pless
Re: Aqua Utilities

Dear Ms. Pless:

Thank you for your e-mail to the Florida Public Service Commission (PSC or Commission) dated June 4, 2007, in which you expressed your concerns about the rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To give the Commissioners and staff an opportunity to review and understand your concerns, I have placed your e-mail on the correspondence side of the docket file.

As you may know, the PSC is holding 12 customer meetings throughout Aqua's service territory, and I have included a copy of that schedule. The purpose of these meetings is for Commissioners to hear from Aqua customers about the proposed rate increase and service provided by Aqua. During these hearings, customers have an opportunity to provide verbal comments, as sworn testimony. Others may prefer to submit written comments, which will be included in the docket file. All customer comments will be reviewed when staff prepares its recommendation to the Commissioners on Aqua's proposed final rates.

The Commission is aware of recent customer concerns about Aqua's quality of service. The PSC staff is currently working closely with the Florida Department of Environmental Protection on the water quality issues identified in the Aqua case and will address these issues in its proposed recommendation to the Commissioners. The Commissioners will then consider all quality of service issues when making their final decision. According to PSC Rule 25-30.433(1), Florida Administrative Code:

The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operation: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Presently, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by Aqua. The PSC's auditors have also examined the utility's records and will publish the results of their findings in an audit report. Ultimately, all costs found to be imprudent or

CCA OFFICIAL DOCUMENT...

unreasonable will be disallowed for recovery in the rates paid by customers.

Aqua's full rate case hearing before the PSC will be October 24-26 and October 29-30, in Tallahassee. At this hearing, the Commissioners will be presented with evidence on issues such as the utility's need for a rate increase, determination of the rate structure, and the utility's ability to provide safe and reliable service to its customers. Witnesses from the utility, the Commission staff, and the Office of the Public Counsel may present testimony and be cross-examined before the Commissioners. The testimony and exhibits presented at the hearing will become part of the official record of the case, and will be used by the PSC staff to develop a final recommendation for the Commissioners. Letters such as yours that have been placed in the correspondence side of the docket file will also be considered in development of the final recommendation. The PSC staff will present its recommendation on Aqua's final proposed rates to the Commissioners in January 2008.

The Commission has scheduled two separate Agenda Conferences for final review of this case due to the large number of utility systems and complexity of the issues involved. The Commissioners are expected to vote on the revenue requirement at the January 10, 2008, Special Agenda Conference, and vote on the appropriate rates at the January 24, 2008 Special Agenda Conference in Tallahassee.

Again, thank you for taking the time to share your concerns with us. The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. Information provided by customers such as yourself is an important part of the Commission's review of this case. I hope the information I provided has been responsive to your concerns. If you have additional questions, or need further assistance, please call Cheryl Bulecza-Banks (850) 413-6642, or Troy Rendell (850) 413-6934 in the Division of Economic Regulation.

Sincerely,

Beverlee S. DeMello
Assistant Director
Division of Regulatory Compliance
and Consumer Assistance

c: Office of the Commission Clerk
Division of Economic Regulation (Devlin, Willis, Bulecza-Banks, Rendell)
Office of the General Counsel (Gervasi, Fleming, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

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utilities
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OFFICE OF THE GOVERNOR
CITIZEN SERVICES

07 MAY 18 PM 2:14

060368-WS

Denise Lingenfelter
483 Granite Circle
Chuluota, FL 32766
386-846-2418 (cell)
407-977-2243 (home)
deeling@cfl.rr.com

RECEIVED FPSC
07 JUN -6 AM 11:40
COMMISSION CLERK

May 16, 2007

To whom it may concern,

There will be a meeting held on June 26,2007 that is to be about tripling the amount of our water bill!! It seems that we are only talking about the new homes in Chuluota. The people on the next street over from us are paying an average of $50.00 a month for water service now! We pay an average of $150.00 per month!!! What is the reason for that? Why? Now they want to raise it!! Not just a little but almost triple what we are paying now? $400.00 a month for water that has contaminants?!! Water that we don't even drink! Can't drink!!! I do not even like to bathe in the water or wash my clothes in it, because the scent lingers on you and your clothes! I use more scented products now because I have to mask the smell of the water!!

How can these people do this to us?! Is this legal?! Unfortunately we don't have a choice in the matter because they are the ONLY water company servicing the area!!!

They have us by the balls!! There must be something we can do together to stop the raping of the people in our area!! Please help us!

Thank You, Brett and Denise Lingenfelter

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CHARLIE CRIST
GOVERNOR

STATE OF FLORIDA
Office of the Governor
Citizen Services
THE CAPITOL
TALLAHASSEE, FL 32399-0001

www.flgov.com
850-488-4441
850-487-0801 fax

June 4, 2007

Mr. and Mrs. Brett Lingenfelter
483 Granite Circle
Chuluota, Florida 32766

Dear Mr. and Mrs. Lingenfelter:

Thank you for contacting Governor Charlie Crist about an issue with your water bill. The Governor appreciates your concerns and asked me to respond on his behalf.

As you may know, the agency that regulates public utilities is the Public Service Commission (PSC), which is an arm of the legislative branch of government and therefore, not under the administrative authority of the Governor's office. Within the Public Service Commission, there is a Division of Regulatory Compliance and Consumer Assistance, which I believe may be able to assist you. I have contacted PSC staff, and I am forwarding a copy of your letter to them. Someone in Division Director Dan Hoppe's office will be glad to respond to your inquiry. Meanwhile, if you have questions, please call the Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552.

Thank you again for contacting the Governor's office. For information about the Governor's initiatives, please visit our website at www.flgov.com.

Sincerely,

Cole Hoopingarner
Office of Citizen Services

ch/cas

cc: Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

ORIGINAL

Ellen Plendl

RECEIVED FPSC 07 JUN -6 AM 11:10 COMMISSION CLERK

From: Consumer Contact
Sent: Monday, June 04, 2007 11:08 AM
To: Ellen Plendl
Subject: FW: Aqua Utilities Response; Gibbons - Chuluota Resident - PSC Docket # 060368
Attachments: Aqua Notice to Public.jpg; Aqua Utilities Response.doc

Ellen,

This is for 737911C.

Angie

From: Regina Keenan [mailto:Regina.Keenan@fldfs.com]
Sent: Monday, June 04, 2007 10:47 AM
To: Gibbons, Joe; Merkt, Diane
Cc: Mike_Napier@doh.state.fl.us; JohnW_Cochrane@doh.state.fl.us; Joyce_Bittle@doh.state.fl.us; Denise_Ward@doh.state.fl.us; Gloria_Rivadeneyra@doh.state.fl.us; Anita_Sallas@doh.state.fl.us; Jeff.Prather@dep.state.fl.us; paul.morrison@dep.state.fl.us; Consumer Contact; Posey.bill.web@flsenate.gov; Constantine.lee.s22@flsenate.gov; Webster.daniel.web@flsenate.gov; Sandy.adams@myfloridahouse.gov; Baker.carey.web@flsenate.gov; David.mealor@myfloridahouse.gov; Alan.hays@myfloridahouse.gov; David.simmons@myfloridahouse.gov; ccoto@seminolecountyfl.gov; Mary Anne Helton; kim.dobson@dep.state.fl.us; Melissa Davis
Subject: Re: Aqua Utilities Response; Gibbons - Chuluota Resident - PSC Docket # 060368

Mr. Gibbons,

In case you were not aware, I wanted to pass along these potential avenues for having your concerns heard before the Public Service Commission.
The PSC docket is located at the following weblink: http://www.floridapsc.com/dockets/cms/docketdetails.aspx?docket=060368.

(1) There are currently two Aqua Utilities service hearing locations within driving distance of Chuluota scheduled for the end of June (before McMurrian and Argenziano).

a. 10:00 a.m. on Tuesday, June 26 - City of Oviedo City Hall, City Council Chambers, 400 Alexandria Blvd., Oviedo, FL 32765 (was originally in Deltona the location was moved)
b. 10:00 a.m. and 6:00 p.m. on Wednesday, June 27 - Mount Dora Community Center Auditorium, 520 Baker Street, Mount Dora, FL 32756.

(2) File a written complaint in the correspondence side of the formal docket file. Be sure to include the notation "Docket No. 060368-WS" on any submission.
Office of Commission Clerk
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

(3) Make an informal complaint with the PSC Consumer Assistance section by calling 1 (800) 342-3552 or by following the links on our web page at the following link: http://www.psc.state.fl.us/consumers/complaints/.

Regards,

Regina Keenan

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Regina M. Keenan
Senior Cabinet Aide
Representing Chief Financial Officer Alex Sink
Office of Cabinet Affairs
Plaza Level, The Capitol, Room 11
Tallahassee, Florida 32399-0309
regina.keenan@fldfs.com
Telephone: (850) 413-2829
Facsimile: (850) 413-2957

From: Gibbons, Joe [mailto:JGibbons@idexcorp.com]
Sent: Wednesday, May 30, 2007 9:33 PM
To: Merkt, Diane
Cc: Mike_Napier@doh.state.fl.us; JohnW_Cochrane@doh.state.fl.us; Joyce_Bittle@doh.state.fl.us; Denise_Ward@doh.state.fl.us; Gloria_Rivadeneyra@doh.state.fl.us; Anita_Sallas@doh.state.fl.us; Jeff.Prather@dep.state.fl.us; paul.morrison@dep.state.fl.us; contact@psc.state.fl.us; Posey.bill.web@flsenate.gov; Constantine.lee.s22@flsenate.gov; Webster.daniel.web@flsenate.gov; Sandy.adams@myfloridahouse.gov; Baker.carey.web@flsenate.gov; David.mealor@myfloridahouse.gov; Alan.hays@myfloridahouse.gov; David.simmons@myfloridahouse.gov; ccoto@seminolecountyfl.gov; Regina Keenan
Subject: RE: Aqua Utilities Response; Gibbons - Chuluota Resident - PSC Docket # 060368

Diane -

Thank you for the update. There are, however - a few things that should be challenged in the Aqua Utility response to the level of TTHM in the Chuluota drinking water. The corrective action treatment methods are from the National Primary Drinking Water Regulations (NPDWR) and are legally enforceable in regards to public drinking water. Primary standards protect drinking water quality by limiting levels of specific contaminants that can adversely affect public health. Specific responses from Aqua Utility notice sent to me via e-Mail (attached) are challenged below:

1. The NPDWR Standard threshold for TTHM (defined as "a group of organic chemicals, suspected of being carcinogenic; that are formed in water when chlorine being used as a disinfectant, reacts with natural organic matter - such as humic acids from decayed vegetation) is .080 mg/L or less. Aqua Utilities most recent drinking water mailer (attached) alerts Chuluota customers to TTHM levels > 160 mg/L which is ***TWICE*** the acceptable NPDWR Standard.
2. Aqua Utilities states that "trihalomethanes at twice the level of 80 mg/L *MAY* pose a slight in cancer risk over a lifetime of exposure..." This is not entirely accurate - the NPDWR identifies Potential Health Effects from Ingestion of Drinking Water as: "Increased risks for bladder and rectal cancer; risks of adverse birth outcomes (stillbirth); liver, kidney and central nervous system problems."
3. Aqua Utilities response states that "persons who are concerned about levels of TTHM in their drinking water may decide to install an activated carbon filter at the point of use for drinking water, typically at the kitchen sink." This is not entirely accurate - the NPDWR identifies four alternate methods of TTHM corrections which should be implemented by Aqua Utilities: Air Stripping (aeration), Reverse Osmosis, Distillation and Ultra filtration. While it is true that Activated Carbon filters at Point of Use reduce suspected TTHM carcinogens - why should the Aqua Utility customer bear the burden of expense of installing additional filtration when there are four alternate methods of corrective actions available to the public utility??
4. Aqua Utilities states "the route of exposure (to the public water provided) is ingestion - and bathing or washing of clothes in water is not an issue based on the levels identified." This is not entirely accurate - the NPDWR also identifies inhalation and dermal adsorption as potential points of ingestion. Examples include shower mist, washing machine splash and recreational swimming pool activities to name a few - all points of water contact for consumers of the Aqua Utility product.

5. Statements in e-Mails regarding Aqua Utilities product pressure are subjective, however - if I were a company asking for a 300% price increase - I would go above and beyond the minimum acceptable standards as set forth by the Florida Department of Health and the Florida Department of Environmental Protection. Even though the water pressure limits are within acceptable standards of the local government - "good business practices" and "rule of reason" should be examined in regards to customer satisfaction.

In conclusion, there are three criteria used by the Public Service Commission used to justify rate increases by utilities (Rule 25-30.433(1) Florida Administrative Code "In every water and waste water rate case, the Commission is required to determine the overall quality of service provided by a utility in three separate components of water operations. The components are (1) quality of utility's product; (2) the operating conditions of the utility's plant and facilities and (3) the utility's attempts to address customer satisfaction. The rule further states that sanitary surveys, outstanding citations, violations and consent orders on file file with the Department of Environmental Protection and the County Heath Department over the preceding three year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints."

In my opinion, I respectively submit that Aqua Utilities has failed in all three areas of the required criteria for justification of a 300% increase to the customers in Chuluota, FL. Currently, our water bills approach $200 per month - are treble rates of $600 per month fair for the citizens of Seminole County, fair for the citizens of FL?? Clearly, Aqua Utilities is minimizing the TTHM issue, along with other consumer complaints in order to maximize company profits. Can Aqua Utilities identify where the additional 300% income revenue will be expensed in terms of improved product to the consumer? Can the Public Service Commission justify an out of state "Private-for-Profit" company taking advantage of customers in Chuluota, FL that have no recourse for alternate suppliers??? Please HELP - the citizens of Chuluota, Seminole County Florida are being victimized - we are requesting immediate assistance.

Also - there seems to be various "there's nothing we can do, contact the FL Public Service Commission" responses to my (our) requests - including an auto response from Governor Christ. I am stating here- as a matter of record, if there are any health issues regarding myself or my family that can be attributed to the product provided by Aqua Utility - I will seek the advice of an attorney in this matter and shall also consider Class Action Litigation in accordance with the other members of this community.

Should there be any question - or if you wish to contact me - please feel free to do so at the address and phone number listed below.

Joseph C. Gibbons
182 Velveteen Place
Chuluota, FL 32766-6022
(321) 299-7274
jgibbons@idexcorp.com

From: Merkt, Diane [mailto:dmerkt@seminolecountyfl.gov]
Sent: Wednesday, May 30, 2007 4:56 PM
To: Gibbons, Joe
Subject: FW: Aqua Utilities Response

FYI. Just received from the Environmental Health Coordinator at the Public Health Dept in Seminole.

Diane Merkt for
Commissioner Bob Dallari
District 1
Board of County Commissioners
407-665-7215 ph
407-665-7958 fax

From: JohnW_Cochrane@doh.state.fl.us [mailto:JohnW_Cochrane@doh.state.fl.us]
Sent: Wednesday, May 30, 2007 4:41 PM
To: Merkt, Diane
Cc: Mike_Napier@doh.state.fl.us; JohnW_Cochrane@doh.state.fl.us; Joyce_Bittle@doh.state.fl.us; Denise_Ward@doh.state.fl.us; Gloria_Rivadeneyra@doh.state.fl.us; Anita_Sallas@doh.state.fl.us; Jeff.Prather@dep.state.fl.us; paul.morrison@dep.state.fl.us
Subject: Aqua Utilities Response

The attached is our response to public health issues identified in the emails sent for our review.
The Seminole County Health Department is available to help residents understand these issues if needed.
We are not subject matter experts in THM's but have access to those who are.
John W. Cochrane
Environmental Manager
Seminole County Health Department

-****Florida has a very broad Public Records Law. Virtually all written communications to or from State and Local Officials and employees are public records available to the public and media upon request. Seminole County policy does not differentiate between personal and business emails. E-mail sent on the County system will be considered public and will only be withheld from disclosure if deemed confidential pursuant to State Law.****-

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This e-mail is intended solely for the intended recipient or recipients. If this e-mail is addressed to you in error or you otherwise receive this e-mail in error, please advise the sender, do not read, print, forward or save this e-mail, and promptly delete and destroy all copies of this e-mail.

This email may contain information that is confidential, proprietary or secret and should be treated as confidential by all recipients. This e-mail may also be a confidential attorney-client communication, contain attorney work product, or otherwise be privileged and exempt from disclosure. If there is a confidentiality or non-disclosure agreement or protective order covering any information contained in this e-mail, such information shall be treated as confidential and subject to restriction on disclosure and use in accordance with such agreement or order, and this notice shall constitute identification, labeling or marking of such information as confidential, proprietary or secret in accordance with such agreement or order.

The term "this e-mail" includes any and all attachments.

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NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

For Aqua Utilities Florida Customers in Chuluota (PWS # 3590186)

The Chuluota water system routinely monitors for the presence of drinking water contaminants. Test results conducted during the past four quarters (that is the 2nd quarter 2006 through the 1st quarter 2007 showed that our system exceeded the U.S. Environmental Protection Agency (EPA) standard or maximum contaminant level (MCL), for total trihalomethanes (TTHMs). The MCL for TTHMs is 80 micrograms per liter (µg/L). The running annual average (RAA) level based on test results of the last four quarters was 153.3 µg/L. The table below shows the quarterly test results for TTHMs (second column) and the RAA (third column).

SAMPLE DATE	*TTHM (µg/L)*	*RAA (µg/L)*
Second Quarter 2006	*176.8*	*148.9*
Third Quarter 2006	*127.3*	*135.5*
Fourth Quarter 2006	*147.6*	*141.6*
First Quarter 2007	*161.5*	*153.3*

Although this is not an emergency, as our customer, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

What should I do? You do not need to use an alternative (e.g., bottled) water supply or boil your water. However, if you have specific health concerns, consult your doctor. Customers who are concerned about exposure to TTHMs can choose alternative sources of water (e.g. bottled water) or use a home water treatment device, such as a "flow through" pitcher, certified by NSF for reducing TTHMs. (Contact NSF at 1-800-673-6275 or http://www.nsf.org.)

What does this mean? This is not an immediate risk. If it had been, you would have been notified immediately. Disinfectants combine with naturally occurring organic and inorganic matter in water to form chemicals called disinfection byproducts (DBPs), including TTHMs. The EPA sets standards for controlling the levels of disinfectants and DBPs in drinking water. *Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys or central nervous system, and may have an increased risk of getting cancer.* It has been estimated by the EPA that harmful effects may be noticed if a person consumes 2 liters of water with TTHMs in excess of the standard on a daily basis for 70 years.

What happened? What is being done? When will the problem be corrected?

Aqua Utilities Florida submitted plans to the Florida Department of Environmental Protection (DEP) on December 11, 2006 to modify the disinfection process at the treatments plants to reduce the TTHMs. On March 12, 2007, the DEP issued a construction permit on to install the chloramine disinfection system to reduce the TTHMs. We will continue quarterly testing and will notify you of our progress and future results until the RAA is below the MCL.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please contact:

Responsible Person Patrick Farris	System Name Chuluota Water System	Aqua Utilities Florida (Street) P.O. Box 490310, Leesburg, FL. 34749
Phone Number (352) 787-0980	System PWSID # FL3590186	

Utilities

ORIGINAL

May 3, 2007

060368-WS

RECEIVED 07 JUN -6 AM 11:40 COMMISSION CLERK

A COMMUNITY NEEDS YOUR IMMEDIATE HELP!!!!

My name is Melissa Davis and I reside in Seminole County Florida. The community I live in is located in the newer portion of Chuluota Florida. We have the same water/sewer company as the older portion of Chuluota and we pay more than double what they pay. Our water/sewer company is Aqua Utilities which is a private for-profit company who gives no concern for its customers.

OFFICE OF THE GOVERNOR CITIZEN SERVICES 07 MAY -7 AM 11:29

- First and foremost, the water quality is the worst I've ever been exposed to and we are frequently receiving notifications about the poor quality and health risks associated with the use of the water. When I had a well I had stronger pressure! The water pressure out of any faucet or hose is atrocious and is throughout the neighborhood.
- Secondly, Aqua Utilities has notified its customers that they are changing some of the chemicals used to treat the water to Chloramines. They add a warning to this notice that those with certain health issues or those with fish tanks must use alternative water sources and make necessary accommodations.
- Thirdly, the costs for this terrible water/sewer are outrageous and they are asking for higher rates!!! Initially, we were told that the water/sewer rates are what they are because of the added expense in piping and other resources for the new homes. Then they requested and received an increase in water/sewer rates using the guise that they need and want to make improvements to the equipment. Now, they are using the same excuse asking for an even higher and more outrageous increase for the same nasty water/sewer! Isn't the equipment costs part of doing business? Their profits are off the charts, they don't need to bleed us dry!

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Our water/sewer bills range in the hundreds!!! I am a single mom with one 9 year old son. We take camp/boat style showers- wet yourself down, shut the water off, lather then rinse! In our own home! I do not wash my vehicle at home and use the irrigation only enough to keep my plants alive. There is virtually no grass left on my property because I cannot afford the water! I work full time and spend an average time of 10 hours a day at home, most of which is spent sleeping. I have invested in a water purifying system for my entire home, an expense I should not have had to realize but felt compelled to due to health concerns.

I am not alone. The entire neighborhood and the others around ours are suffering. We are at a point of needing to sell our homes yet can't because most people learn of the ridiculous water/sewer bills and know they can find similar homes else where. We love our homes and neighborhoods and don't want to leave. We are all middle income families trying to provide the best we can for our children. Please help us stop this company from running us out of our homes. Aqua Utilities is based out of Pennsylvania and apparently has no concern for their Florida customers.

Thank you, in advance for your immediate time and assistance,

Melissa Davis
286 Velveteen Place
Chuluota FL 32766

(407) 247- 6541

STATE OF FLORIDA
Office of the Governor
Citizen Services
THE CAPITOL
TALLAHASSEE, FL 32399-0001

www.flgov.com
850-488-4441
850-487-0801 fax

CHARLIE CRIST
GOVERNOR

June 4, 2007

Mrs. Melissa Davis
286 Velveteen Place
Chuluota, Florida 32766

Dear Mrs. Davis:

Thank you for contacting Governor Charlie Crist about an issue with Aqua Utilities. The Governor appreciates your concerns and asked me to respond on his behalf.

As you may know, the agency that regulates public utilities is the Public Service Commission (PSC), which is an arm of the legislative branch of government and therefore, not under the administrative authority of the Governor's office. Within the Public Service Commission, there is a Division of Regulatory Compliance and Consumer Assistance, which I believe may be able to assist you. I have contacted PSC staff, and I am forwarding a copy of your letter to them. Someone in Division Director Dan Hoppe's office will be glad to respond to your inquiry. Meanwhile, if you have questions, please call the Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552.

Thank you again for contacting the Governor's office. For information about the Governor's initiatives, please visit our website at www.flgov.com.

Sincerely,

Cole Hoopingarner
Office of Citizen Services

ch/cas

cc: Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

CHS

Received Via Postal Mail

Category: Utilities

Status: Assig
Public Rec

Summary:
Agency Referenced:
Forwarded By:

Assigned To

Section: Citizen Services
Coordinator: Barbara White
Author: Barbara White

Assignment Comments:

Letter Date	Assigned	Due	Reply	Filed
05/03/2007	05/15/2007	05/29/2007		

From *Ms. Melissa Davis*

Title: Ms.
Business:
Phone Number:
Address: 286 Velveteen Place
Chuluota, Florida 32766 . . . County/Province: Seminole
Email Address:

General comments and related documents

Modification History

Created: 05/15/2007 04:59:00 PM .. Kaitlyn Perkins
Last Edited: 05/15/2007 04:59:47 PM .. Kaitlyn Perkins

Office of the Governor
The Capitol
Tallahassee, FL 32399-0001

ORIGINAL

Petition to Oppose Increase of Water/Sewage

MOTORCYCLE HALL OF FAME MUSEUM SUPPORTER
Susan Mortenson
430 E 5th St.
Oviedo, FL 32766

RECEIVED-FPSC
07 JUN -6 AM 9:32
COMMISSION CLERK

Water is a necessity of life

Can any creature on earth live without water?

No! Certain organisms come close, but NONE can' live without water

WE THE PEOPLE

OF SEMINOLE COUNTY OPPOSE RATE INCREASE PROPOSED BY Aqua Utilities Florida, Inc.

Docket No. 060368-WS

TO: Director, Division of the Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0870

CMP ____
COM ____
CTR ____
ECR ____
GCL ____
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN SEMINOLE COUNTY, FLORIDA BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring these systems in July 2004. Since then, the Utility will have invested more than $5 million in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater service. This amount translates to a capital investment of more than $2,600 per customer. The Utility has expanded the wastewater treatment plant's capacity to handle increasing demand, as required by the Florida Department of Environmental Protection. In addition, the Utility has replaced deteriorating pipe that carries waste from collection points in the system to the sewage treatment facility. For your water system, the upgrades include rehabilitating a worn-out storage tank and improving the treatment system's disinfection process to enhance water quality. The Utility is also upgrading electrical systems at the water treatment plant and replacing undersized and deteriorated water main to improve water quality and fire protection. In addition, the St. Johns River Water Management District is requiring the Utility to conduct a feasibility study about the present and future effects of withdrawing water from the Floridian Aquifer. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Seminole County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Seminole County Library
1101 E. First Street
Sanford, Florida 32771
Phone: 407.665.0311

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearing – June 26, 2007 at 10:00 a.m., at the Deltona Commission Chambers, Municipal Complex, 2345 Providence Boulevard, Deltona, Florida 34654.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

CHULUOTA MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 10.25	$ 13.54	$ 27.42
3/4 inch	$ 15.39	$ 20.33	$ 41.13
1 inch	$ 25.64	$ 33.85	$ 68.56
1 1/2 inch	$ 51.29	$ 67.73	$ 137.11
2 inch	$ 82.07	$ 108.37	$ 219.38
3 inch	$ 164.14	$ 216.72	$ 438.75
4 inch	$ 256.46	$ 338.63	$ 685.55
6 inch	$ 512.93	$ 677.28	$ 1,371.10
8 inch	$ 820.69	$ 1,083.64	$ 2,193.77
10 inch	$ 1,179.75	$ 1,557.74	$ 3,153.54
	Present Rates	**Interim Rates**	**Proposed Final Rates**
Total consumption	$ 3.89	$ 5.13	
< 6,001 (Residential)			$ 2.42
Over 6,000 (Residential)			$ 3.02
Non-residential			$ 2.42

CHULUOTA MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 22.01	$ 31.08	$ 67.14
3/4 inch	$ 33.03	$ 46.65	$ 100.71
1 inch	$ 55.03	$ 77.73	$ 167.85
1 1/2 inch	$ 110.05	$ 155.43	$ 335.71
2 inch	$ 176.09	$ 248.71	$ 537.13
3 inch	$ 352.17	$ 497.41	$ 1,074.26
4 inch	$ 550.28	$ 777.21	$ 1,678.53
6 inch	$ 1,100.56	$ 1,554.41	$ 3,357.06
8 inch	$ 1,760.89	$ 2,487.06	$ 5,371.30
10 inch	$ 2,531.29	$ 3,575.16	$ 7,721.24
	Present Rates	**Interim Rates**	**Proposed Final Rates**
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	$ 8.01	$ 11.32	$ 7.81
Non-residential	$ 9.60	$ 13.55	$ 9.38

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. The Utility has requested a change in its Allowance for Funds Prudently Invested (AFPI) Charges as part of its rate request. The Commission will be reviewing the Utility's AFPI Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

7. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

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For more information, please contact:

Responsible Person Patrick Farris	System Name Chuluota Water System	Aqua Utilities Florida (Street) P.O. Box 490310, Leesburg, FL. 34749
Phone Number (352) 787-0980	System PWSID # FL3590186	

Name	Address	
	Phone 407-366-2392	
Susan Mortenson	430 East 5th st	32766
Phyllis Immenhuser	325 Camellia A	32766
William King	321 E 6th St	32766
Michelle O'Connell	814 Mazurka	32766
Chris Smithson	520 530 E 4th St	32766
Crystal Stevens	111 W 5th St.	32766
Paul Stevens	111 W 5th	32766
Hunter DeGray	111 W 5th	32766
Syrain DeGray	111 W 5th	32766
Michelle Domino	140 1st	32766
Joey Brennan	1410 419	32766
Adrianne Hetzel	600 Avenue	32766
M. Raymond	790 Gilley Heron.	32766
Sheryl Deloatt	911 Millstone Dr.	32766
Michelle Borza	201 Ave C	32766
Debra Meyers	941 Lake Drive.	32766
Derek Youngblood	148 E 9th	32766
Sam Castello	834 Mazurka	32766
James Gerter	834 Mazurka	32766
Terry L Geiner	929 Poinsettia Dr	32766
Kerry McClellan	471 E 3rd St	32766

Name	Address
Sharon Hatcher	135 E. 8th St. Chuluota, FL 327
Woody Dudley	737 Millshore Dr, Chuluota
Jean M. Chisholm	520 E. 3rd St.
Michael S Bishop	957 Mimosa DR.
Ronald K and Barbara M. Locke	51 E. 2nd. ST. Chuluota.
Michelle Bradley	123 E. 8th St Chuluota
Donna Francis	312 Hibiscus ST 327
Jason Good	1100 Tropical Ave 32766
John Precleski	812 Fantasy Lt 32766
Anna Bachmann (can't even get enough water)	260 E. 6TH St. Chuluota 32766
Ray Wells	550 East 4th St Chuluota 32766
Kathy M. Ditts	2121 Old River Trail, Chuluota, FL 32766
Thomas Spurr	129 East 8th ST
Brenda England	1760 LK. Mills
Ryan Weir	561 Chula woods ct. 32766
Mirannda Montgomery	925 Mimosa Drive 32766
A'Dawn Montgomery	925 Mimosa Drive 32766
Jennifer Lovel	321 E 2nd
Kimberly Young	315 Foster Cove 32766
Carol Wells	550 E. 4th St. Chuluota, FL. 3276
Vickie Houseman	955 S.C.R 419 Chuluota 32
Teddy Davis	300 E 5th St Chuluota FL 32
[illegible] Willis	561 E. 5th St, Chuluota, FL 327

Name	Address
Nick Hurless	331 E 4th Street Chulluotta 3276
Mary Guy	885 Millshore Dr Chuluota, 32766
CRAIG MORA	885 MILLSHORE DR CHULUOTA, FL 32
Amber Hibdon	824 Fantasy Ln Chuluota, FL 32766
Heather Dormer	821 Fantasy Ln. Chuluota, FL 32766
Lisa Sheyfhe	235 W 7th Street Chuluota FL 32766
Robert Getman	122 E 8th St. Chuluota Fl. 32766
GREGORY CURRAN	960 MAGNOLIA Dr. CHULUOTA FL 32766
Chris Webber	67 Park Lane Debary, FL 32713
Kirk Seegel	819 MAZURKA DR. Chuluota, FL. 32766
Stacy Tyler	825 Fantasy Ln
Ted Homer	540 S 5th St Chuluota 7[illegible]

Name	Address
MELODY MAY	371 1st CHULUOTA, FLA 32
Joe McMillen	2350 Pandora Lane Chuluota, FL 32
Cynthia Aho	121 E 1st Street 32
Sandra Burnham	Black Hammock
Blake Burke	341 E 5th St 32766
Sharon McMullin	540 E 4th St Chuluota FL 32766
Robert C. Olliff	271 W. 11th St. Chuluota, FL. 32766
Shannon Reynolds	271 W. 11th St. Chuluota, FL 32766
[illegible] M Weise	270 W 11TH ST CHULUOTA FL 32766
Larry Yonkin	149 E 8th St. Chuluota Fl. 32766
Ann Winiarski	142 Osprey Lakes Circle Chuluota, FL 32766
Rebecca Gravdahl	571 E 5th St Chuluota FL 32766
Denise Smith	300 E 2nd St. Chuluota FL 32766
Janet Rempfer	230 W. 11th St. Chuluota, FL 32766
Shannon Hennessey	564 Chula Woods Ct 32766

Name	Address
[illegible]	1850 2ND AVE Chuluota
Kay Hart	140 E 8th St Chuluota
Sharon Robinson	321 E. 4th St Chuluota
Ronald Rempfer	230 W 11th St. Chuluota
Steve Heffner	541 E. 4th St. Chuluota
Mike Henry	1235 Sultan Cir Chuluota
Betty Henry	1235 Sultan Cir Chuluota
John Pugh	180 W. 11th St. Chuluota
Kristal Turnas	807 Mazurka Dr. Chuluota
Jason Roy	813 Melody Dr. Chuluota
Chris Oliff	271 W 11th St Chuluota
Terry LeSuthe	130 W 8th St Chuluota
Paul Bishop	333 E. 2nd St. Chuluota
Steve & Mary Heffner	541 E. 4th St. Chuluota
Heather Renken	118 Overlook Dr. 32766
Leslie Shinkawa	118 Overlook Dr. 32766
Robert Atough	265 W 11 St. Chuluota Fla.
Melissa Dyal	201 E. 1st St. Chuluota Fl 32

Name	Address		
STANLEY STEVENS	377 RIVERWOODS TRAIL CHULUOTA		32766
Kathy Tater	341 E 5th St	Chuluota Fl	32766
Katy Bertrand	1380 Overlook Dr.	Chuluota	32766
HEIDI VAN WAGNEN	351 E 4th ST.	CHULUOTA	32766
Trissa Kelly	254 6th St.	"	"
Jack and Jeanie Wells	510 E. 5th ST.	"	"
Crystal and Shawn Albert	101 E. 1st Street	Chuluota	32766
Jessica Heathcase	411 E 3rd St	Chuluota	32766
Chris King	311 Center St	"	"
Marka Miller	825 HARMONY LANE	CHULUOTA FL	32766
Jameson Strohaker	Wisconsin	Wisconsin	
Brian Daigle	511 east 3rd street		
Sadie Duran	280 E 6th Street		
Jim Bennett	141 3rd Ct		
John Carpenter	151 3rd ct	Chuluota Fl	32766
Angela Boston	PO Box 622492		
Laura G Moore	350 east 1st street		
Ed Jones	431 E. 3rd ST		32766
Amy Butikofer	311 Velveteen Pl		32766
Delia [illegible]	251 E. 5th St Chuluota		32766

Name	Address	
Thomas Lumpkins	60 E 1st Street	Chuluota 32766
Kristina Lumpkins	60 E 1st Street	Chuluota 32766
	550 Nutmeg Ct	Chuluota 3276
	551 Nutmeg CT	chuluota 327
Brian J Sokolowski	451 E 6th St	Chuluota 3276
Angel Vega	Wisconsin	
Nina & Jamie Jackson	620 Lake Dr.	Chuluota 32766
Kathryn Schade	431 Center St	Chuluota 327666
SIMEON UNGARO	559 GRANITE CIRCLE	CHULUOTA 32766
ROBYN UNGARO	559 GRANITE CIRCLE	CHULUOTA 32766
Barbara Meadows	160 E. 4th St	32766.
Drue Houseman	955 S.C.R. 419	Chuluota 327
Chris Keefer	721 Millshore Dr	Chuluota 3276
	1410 S CR 419	Chuluota 32
		Chuluota FL 32
Frank Adkins	559 Nutmeg Ct.	Chuluota FL. 32
Ginger Adkins	559 Nutmeg Ct.	Chuluota Fl. 32
CLARENCE Nuckles	809 Melody Ave	Chuluota FL 32
Karen Cassio	290 W. 8th St.	Chuluota 327
	1380 Verlooke Dr.	Chuluota Fl 3
	95 E. 7th St #109	Chuluota Fl 32
David Diab	3303 Curryville Rd	
Audrey Harrell		

Name Address

BARRY MAXWELL 130 Third Court Chuluota 32766
Shalagh Maxwell 130 Third Court Chuluota 32766
Sally Propst 361 E. 4th St Chuluota 32766
Raymond Simmons 351 Velveteen Pl. Chuluota 32766
Wendy Simmons 351 Velveteen Pl. Chuluota 32766
Ryan Rose 301 W. 1st St. Chuluota 32766
Gina Carroll 450 E 6th St. Chuluota 32766
Kathy Ouis 1238 Whirlaway Ln Chuluota 32766
FREDERICK J CORBETT 118 E 8th ST CHULUOTA FL 32766
Kathy Stilphen 837 Nocturne Dr Chuluota, FL. 3276
Tony Laufer 290 E 2nd Street Chuluota FL, 32766
Keith Smith 755 LAKE DR CHULUOTA FL. 32766
M. Geimer 929 Poinsettia Dr Chuluota 32766
Ashleigh Nowicki 416 1st Ave Chuluota 32766
Jesse Cook 416 1st Ave Chuluota 32766
Derek Leon 420 E. 5th St. Chuluota
Kirk McGolrick 151 E. 2nd St Chuluota 32766
Curtis Hilliker 174 E 4th St Chuluota 32766
Kelli Whittier 370 E 2nd St Chuluota 32766
Cynthia Gonzales 421 E 8th Street Chuluota 3276
Jeanette Jackson 421 E 5th Street Chuluota
Karen Gotman 122 E 8th Str. Chuluota Fl 32766
Carolyn Franco 104 Stevens St 32766 32766

Name Address

L.J. Stanley 260 W. 11th Street Chuluota, Fl. 32766

William 1000 Tropical " Wisconsin

M. MEDEIROS 812 NOCTURNE DR " "

Richard Hart - 140 E. 8th ST. " "

Krista B. Gu~~[illegible]~~ 130 W. 8th St. " "

Kim C Gross 520 E 3rd St " "

Kelly Bosco 935 Poinsettia Dr. " "

Laura Ramos 520 E 3rd St Wisconsin

Paula Bradley 783 Grey Heron Pl. " "

Rick Jackson 421 E. 6th St. " "

JEFFREY G. VAN TREESE 556 CHULA WOODS CT. " "

WEBB EPPERSON 322 VELVETEEN PL CHULUOTA FL 32766

Michelle Bufalo 1272 Gallant Fox Way Chuluota

Anthony Bufalo " " " " " "

CHRIS. LEON 441 E. 4th St. Nebraska

Tamara & Paul White 13 Orange Grove Wisconsin Chuluota Fl

Joyce Wilson 521 E 5th St Chuluota, Fl "

Natalie Newman 530 E 2nd St Chuluota FL 32766

~~Jack U. Pprices 420 Stoner St~~ " " "

Steve Price 822 Maurika

Richard Shogren 341 2nd ST. Chuluota, Fla. 3276

Name	Address
Clint Sellers	151 E 2nd St
Barbara Stebbins	265 Ave E Chuluota 32766
Elizabeth Hall	304 Hibiscus St. Chuluota 327
Ranlonna L. Jacobs	311 E. 5th St., Chuluota, FL 3276
Samantha D. Stevens	311 E. 5th St., Chuluota, FL 32766
Harley R. Campbell	250 E 2nd ST., Chuluota, Fl 3276
Jacque Campbell	250 E 2nd ST., Chuluota, Fl. 32766
Peggy Hytton	451 E 5th St Chuluota, Fl
Michelle M Swiger	Wisconsin Ciudad
Judy Brown	460 E 5th St Chuluota 32766
Gary E. Gray	410 Lk. Lenelle DR. Chuluota 32766
Teresa M Fulton	1101 Tropical Ave Chuluota FL 32
Angelica M. Harris	507 Granite Cir. Chuluota, FL. 32766
Shannon Dunn	819 Harmony Lane Chuluota, FL 3276
Sean Dunn	819 Harmony Lane Chuluota, FL 3276
DIANA Angel	430 E. 3RD St 32766
Catherine Hawthorne	828 Fantasy Lane Chuluota, FL 32766
MELISSA DAVIS (FERGUSON)	286 VELVETEEN PL CHULUOTA FL 32766
SUZANNE HAWK	420 LAKE LENELLE DR CHULUOTA 32
RALPH HAWK	" " "
Alan Brummond	21 EAST 1st St Chuluota FL 3276
David HAMILTON	211 E. 7th ST Chuluota Fl 3276
Sheila Carlson	914 S. CR 419 Chuluota, FL 32766
Lee Harrison	310 W 8th Street Chuluota, FL 327

Name	Address
Amer [illegible]	271 E. 5th St.
BRUCE Mitton	975 CR 419
Cassie St. Ledger Roth	551 east 3rd St.
[illegible]	251 1st St 32766
Dena Heath	829 Fantasy Ln. 32766
LISA MUSA & Musa	1515 Willingham Rd.
Daryl J. Musa	1515 Willingham Rd.
Deborah Schafer	1740 Brumley Rd
Megan Paras	813 Melody Dr.
Jamie Lima	235 W. 4th street 32766
Victoria Black	1160 3rd Ct. Chul. FL
Kurt Schumann	571 4th St Wisconsin
Thomas Pluth [illegible]	501 E 4th St Chuluota FL 32766
Darcy Williams [illegible]	571 E 5th Chuluota FL. 3276
Nancy + Bill McGowan	386 Medallion Place 327 Chuluota
Kim Rousey [illegible]	309 Orchard St, Chulu
JAMES LAMBERT [illegible]	862 LOOKOUT PT CHULUOTA 32
Michael Odell [illegible]	800 FANTASY LANE Chuluota 32

Name	Address
[illegible]	900 Millshore Dr
Leslie Abshell	440 E 4th St
Richard [illegible]	430 E. 5th St
Gerald [illegible]	420 E 5th St

ORIGINAL

RECEIVED-FPSC
07 JUN -6 AM 9:26
COMMISSION CLERK

June 2, 2007

Director, Division of the Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Attention: Kim

I am writing in regard to the proposed large rate increases by Aqua Utilities, Docket #060368-WS. I am a concerned customer and must point out that these rates seem to be on the high end from other areas. I am a senior citizen and must live on a fixed income and do not approve of this rate increase.

Our water pressure shows absolutely no improvement even though it has been stated that work has been completed on the system. Example-when the toilet is flushed and the faucet is turned on in the sink the water pressure and volume are terribly low.

Our last monthly water bill was estimated instead of the meter actually being read. Listed below is my water usage for February, March and April, 2007.

Billing Period	# of Day	Gallon Used	Amount Billed
02/0607-03/07/07	29	4900 Actual	$29.34
03/07/07-04/06/07	30	5000 Actual	$29.73
04/06/07-05/04/07	28	4400 Estimated	$34.59

My usage was 600 gallon less than previous months usage however I was charged $4.86 more. In reviewing the above billing information, I used less water but my water bill increased more than 16.3%. This leads me to believe a hidden rate increase is being charged. Since this rate increase has not been officially approved, this is grossly unfair and wrong. Is this action by Aqua Utilities legal?

Thank you in advance for your immediate attention to this matter.

Sincerely,

Sandra Torman

Sandra Torman
28032 Lois Drive
Tavares, Florida 32778

CMP _____
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CTR _____
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OPC _____
RCA _____
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ORIGINAL

RECEIVED-FPSC
07 JUN -6 AM 9:26
COMMISSION
CLERK

DISTRIBUTION CENTER
07 JUN -6 AM 7:32

June 2, 2007

Director, Division of the Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Attention: Kim

I am writing in regard to the proposed large rate increases by Aqua Utilities, Docket #060368-WS. I am a concerned customer and must point out that these rates seem to be on the high end from other areas. I am a senior citizen and must live on a fixed income and do not approve of this rate increase.

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03/07/07-04/06/07	30	5000 Actual	$29.73
04/06/07-05/04/07	28	4400 Estimated	$34.59

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Thank you in advance for your immediate attention to this matter.

Sincerely,

Joseph W Torman

Joseph Torman
28032 Lois Drive
Tavares, Florida 32778

CMP ____
COM ____
CTR ____
ECR 1
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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED 07 JUN -5 AM 9:25 FPSC COMMISSION CLERK

Docket No. 060368-WS

Name SANDRA U. HARRISON

Address 204 CAMELLIA DR. (HERMITS COVE)
SATSUMA, FL 32189

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

This is to issue a complaint on Aqua Water. These people knew what we were paying when they bought the Company. The 34.17 is almost 4 times what we were paying before they took over. These are northern prices not southern. The service is not better, the bills do not explain water usage. This is a big rip off to make more money for the same service. We have no sewer just water. The people in Hermits Cove & in the County are very upset. They have already upped our payments from $9.33 to $12.57. We do not need anymore increase. These older citizens cannot afford such high rates.

And how much of it goes to the CEO. What is his yearly income. If they want Southern Company, they should charge Southern rates.

Sandra U. Harrison

CMP ____
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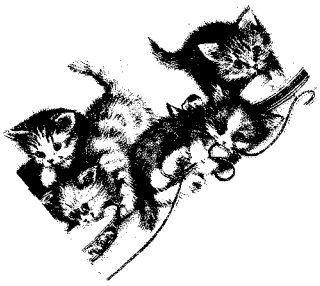
Fold and tape – see back for address

Ms. Sandra U. Harrison
204 Camellia Dr.
Satsuma, FL 32189-2806

DAYTONA BEA
FL 321
04 JUN 2007



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

32399-0850

Fold Here

DISTRIBUTION CENTER
07 JUN -6 AM 7:35

Tape

Fold Here

Rate Prior To Filing
9.33 gallonage 4.64

Interim Rates
12.57 gallonage 6.25

Requested Final
34.17 gallonage 6.97

ORIGINAL

RECEIVED-FPSC
07 JUN -6 AM 9:25
COMMISSION CLERK

07 JUN -6 AM 7:33
DISTRIBUTION CENTER

Saturday, June 02, 2007

Director, Division of the Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Dear Kim,

We are writing in regard to the proposed large rate increases by Aqua Utilities, Docket #060368-WS. We are concerned customers and must point out that these rates seem to be on the high end from other areas. We also are senior citizens and must live on a fixed income and do not approve of this rate increase.

If work has been done on the system as stated, our water pressure shows no improvement. Aqua Utilities bills in the last couple of months have not shown a breakdown as to what the base facility charges are for water & sewer or a breakdown for water and sewer usage. That leads me to believe that they do not want us to see the interim rate increase, which we also feel is unfair before an increase is actually approved.

Thank you for your attention to this matter.

Sincerely,

Nicholas R. Galante

Carolyn A. Galante

Mr. Nicholas Galante
28031 Tammi Dr
Tavares, FL 32778

Ms. Carolyn A. Galante
28031 Tammi Dr.
Tavares, FL 32778

CMP ____
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ORIGINAL

RECEIVED-FPSC
07 JUN -6 AM 9:27
COMMISSION CLERK
07 JUN -6 AM 7:27
DISTRIBUTION CENTER

Sheila Adams
628 Red Pepper Loop
Chuluota, FL 32766

June 2, 2006

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Re: Docket No. 060368-WS

Please seriously consider the fact that water rates in Chuluota are already the highest in the southeastern U.S. With this in mind it is completely unreasonable to expect that the citizens of Chuluota can possibly afford the proposed water rate increase. Our current bills are already between $200 and $300 monthly. To assume that a rate increase would double or triple our current bills, is to assume that somehow we can miraculously come up with an extra $400 to $600 every month to pay them. We simply cannot afford and should not be asked to afford, an increase that is impossible to pay.

Should this increase take place the state of FL can count on what will become the "slums" of FL and will have its water company to thank for it. Nobody can afford an increase like this. People will be forced to shut off all city water and dig wells - unfortunately for many of us that is also an impossible plan since we are not made of money.

Newer homeowners like myself are already paying twice in property taxes as our neighbors, pay why should be also be financially strained by a double or triple water rate increase when we are already paying more than others in the state of FL? It is simply not reasonable to ask for an increase of this magnitude. We are not the "rich and famous," just simple middle class people trying to own a decent home for our family. Unfortunately, if these rate increases take affect, we will be in the slums of Chuluota since nobody can afford to water their yard and keep it maintained at these proposed rates. How could we possibly afford an $800/month water bill? Nobody should be asked to foot that kind of bill for the basic necessity of water. Consider that people can rent entire properties for what the water company wants a month. Ridiculous! Homes will not be able to sell because nobody will want to move to an area where water rates are through the roof, yards that once looked lovely will soon be dry and trashy because nobody will be able to afford to water.

When you consider this, please also consider the fact that water pressure in this area leaves a lot to be desired. One day you have it, the next you don't. Also consider the fact that in the year we have lived here we have been notified three times that the water has a high level of contaminants -- you can't even drink it if it's not filtered. First we get poor service, then we get a request for three times the money to pay for it. If Aqua Utilities is going to ask for an increase, the least they can do is provide safe water and good water pressure to its clients. What other company on the planet can provide poor service and triple it's rates at the same time? This is absurd.

Thank you for your consideration of these comments. Please do what is right by the citizens of Chuluota by denying outright any increase in water and sewage rates.

Sincerely,
Sheila Adams

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ORIGINAL

RECEIVED FPSC
07 JUN -5 PM 12:35
COMMISSION CLERK

OASIS RV PARK

11380 S. U.S. Hwy. 301
Webster, Fl 33597-5630
315-686-2583

Director, Division of the Commission Clerk
and Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard,
Tallahassee,, Fl 32399-0870

RE: DOCKET NO. 060368-WS

Dear Sirs:

We just received a bill with new rates, before approval, from Aqua Utilities Florida, Inc. 762 W. Lancaster Avenue, Bryn Mawr, Pa 19010-3489. This service is for water at the Oasis RV Park, 11380 S. U. S. Hwy. 301, Webster, Fl 33597-5630.

The water base facility charge went from $16.40 to $42.97 per month.

The per-thousand rate went from .00309 cents to .00810 cents. Our high user months will jump from $304.15 (January 2007) to an estimated $755.77 which is a $451.61 increase. That is more than a 150% increase.

This Mom and Pop operation will be severely damaged if the new rate is approved. I cannot attend the June 20th service hearing in New Port Richey but would appreciate this letter served as a representative at the hearing.

Thank you,

Carlin E Pickering

Carlin E. Pickering
President Oasis RV Park

07 JUN -5 AM 10:20
DISTRIBUTION CENTER

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ORIGINAL

June 2, 2007

060368-WS

DISTRIBUTION CENTER
07 JUN -5 AM 7:20

RECEIVED FPSC
07 JUN -5 AM 9:15
COMMISSION CLERK

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Fl 32399-0850
Re: Aqua Utilities.

To whom it may concern:

We are extremely shocked & unhappy about this HUGE rate increase from Aqua Utilities. This is unacceptable to us! Please re-view the increase & perhaps come up with something more believable!

CMP ____
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Thank you -
Carl & Lois Thome
23 Rosalie Oaks Blvd.
Lake Wales, Fl 33898

Michigan Address:
4827 Northview Ave NE
Grand Rapids, MI 49525

ORIGINAL

DISTRIBUTION CENTER

07 JUN -5 AM 7:20

6/1/07

To: Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee.,Florida 32399-850

Re: Docket No.060368-WS

I wish to object to the proposed water rates for Aqua Utilities . They were just recently given increases of the rates on an interim basis and it seems to me that giving them the large increases they are asking for is unreasonable. Some of their justification is not true. They said that it was necessary for them to drill a new well for which they say that they should be able to recover the costs. I am not sure it was necessary for the well to be drilled as there was one well there for Zephyr Shores Estates and a hookup to the county water system exists in case more water was needed. It is my understanding that the county water is cheaper than Aqua Utilities and the residents had requested that we be hooked up to the county water system prior to Aqua Utilities buying the system. The county reported that they did not have the money to buy the system. If they are given the increases they are asking for , are they going to lower the rates after they have recovered their costs. I think not.

I live at 35142 Zephyr Shores Drive, Zephyrhills Florida, 33541

Sincerely
Harry D. Easton
Harry D Easton

RECEIVED-FPSC
07 JUN -5 AM 9:15
COMMISSION
CLERK

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ORIGINAL

DISTRIBUTION CENTER
07 JUN -5 AM 7:19

June 02, 2007
80 Rosalie Oaks Blvd.
Lake Wales, Fl 33898

RECEIVED FPSC
07 JUN -5 AM 9:15
COMMISSION CLERK

Director
Division of Commission
Clerk and Administration Services
Florida Public Service Commission
2 5 4 0 Shumard Oak Blvd.
Tallahassee, Florida 32399-0870

RE: Aqua Utilities water & sewer rate increase 060368-WS

Mr./ Ms. Director:

I am one of a few more than one hundred residents in Rosalie Oaks home owners in Lake Wales, Polk Co., Florida.

This is a small retirement community with mostly seasonal residents who are on fixed incomes with many who are 70 plus in age…many in their 80's.

Not only are we an aging community but many of us have serious health problems which require expensive prescription drugs and doctor visits.

We are already living 'on the edge' of our income, especially since taxes increased by at least 50 % from 2006 and insurance rates doubled and tripled from 2006 !

We come to Florida for our health.. to avoid the harsh winters of the North which puts a strain on our hearts, lungs or other body functions.

I have not been able to find that we have any problems with our water or sewer system equal to the 220 % increase that is being asked for. Therefore, I consider it a very unfair and exorbitant amount to levy on a small community who have no apparent problems. It certainly puts us in dire straits and appears to be extortion from a few to benefit the many.

I beseech you, please reconsider this increase for Rosalie Oaks residents and *do not pass* this increase.

The residents of Rosalie Oaks will be ever grateful to you, thank you.

Sincerely,

Linda R. Loy
14 Hickory Lane
LaGrange, Ky 40031 (summer res.)

CMP ____
COM ____
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ECR 1
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RCA ____
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OTH ____

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, June 05, 2007 4:32 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9465

docket file # 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 3:42 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9465

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: John Portland
Telephone: 814-574-3926
Email:
Address: 355 Velveteen Place Chuluota FL

BUSINESS INFORMATION

Business Account Name: John Portland
Account Number:
Address: 355 Velveteen Place Chuluota Florida FL

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
It has been brought to my attention that there will be a Public Service Commission hearing for a petition ofAqua Utilites of Florida for a water and sewer rate increase. I cannot attend, but would like to voice my opinion. Chuluota water rates are reported to be the highest in the southeastern U.S. You cannot allow their rates to increase by appox. 3 times the current rate. I live in a house of two persons and our bill last month was over $200. This is way too much for water and sewage and you cannot allow a higher rate due the the fact that our water is not and has not met Florida Standards. Raising the rates is a crime and we cannot allow this to happen to the residents of Chuluota and Florida. If anything, the maximum limits should be lowered to meet the average of the state of Florida.

I am sorry that I cannot make the meeting, but I have to voice my complaints about the water and sewer prices that we pay. John

PSC was contacted previously

CMP _____
COM _____
CTR _____
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RCA _____
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SGA _____
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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, June 05, 2007 4:31 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9474

Docket file #060368
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 10:24 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9474

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Doug/Linda BRUMBAUGH
Telephone: 4073654885
Email: LRSBrumbaugh@cfl.rr.com
Address: 231 Langford Drive Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Doug/Linda BRUMBAUGH Account Number:
Address: 231 Langford Drive Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
We are concerned about:
(1) the unacceptable level of trihalomethanes, a class of chemicals linked in some studies to lower birth weights, stillbirths and some forms of cancer and

(2) the black slimy substance that usually comes our of our faucets, often making taking a bath impossible.

CMP ____
COM ____
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GCL 1
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RCA ____
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SGA ____
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OTH ____

ORIGINAL

Timolyn Henry

From: Jgbck@aol.com
Sent: Monday, June 04, 2007 4:04 PM
To: Office of the Chairman
Cc: Katrina McMurrian
Subject: Glades power pack

Commissioner,
I hope you take this opportunity to hold FPL to the highest standards in your June 5th vote on the proposed Glades Power Pack Project. This plant is not much different from plants we have been using for the last 150+ years.
To say that the Glades unit uses the latest clean coal technology is like say low tar cigarettes reduce the risk of lung cancer.
I urge you to reject the proposed Glades project for a better design, similar to an IGCC plane, or a new design using natural gas can be proposed.
The IGCC gasification process would provide benefits beyond simple power generation by providing a high efficiency gas with minimal emissions and slag.
This process will also be adaptable for carbon sequestration once the technology has matured.
Thank you for your time.
Joe Buck

See what's free at AOL.com.

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Matilda Sanders

From: Ruth McHargue
Sent: Monday, June 04, 2007 3:52 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9464

add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 2:52 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9464

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Laura Carlisle
Telephone: 407-366-0829
Email: carlisle5@bellsouth.net
Address: 370 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Laura Carlisle
Account Number:
Address: 370 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I just read an article in the Sunday Orlando Sentinel about Aqua Utilities. First of all, I'm very happy that they gave us recognition about our problem (and that's putting it lightly). Second of all, I wanted to let you know that I received two notices in the mail this weekend about two meetings that are to be held at the same time and the same date regarding the Aqua Utilities' rate increase. One is from Aqua Utilities themselves which will be held at 10:00 a.m. At the City of Oviedo City Hall which states that the Florida Public Service Commission is holding customer service hearings so that we can comment on this unfairness. The other meeting is with the Board of Directors of our HOA in the Deltona Commission Chambers stating that the Public Service Commission will also be there to listen to our complaints. Please tell me how we can be two places at the same time and how is the Public Service Commission going to be at both places as well. This seems a little "coincidental" don't you think??? My third question is such a simple one...why can't the county take over our small community's water just like they've done with all the neighborhoods around us?? To me that would be the solution, but for some reason I can't get an answer! After all, when have you ever heard of a water bill being more than a power bill?!?! It's INSANE!

Sincerely,

Laura Carlisle
The Trails
370 Velveteen Place
Chuluota, FL 32766
407-366-0829

PSC was contacted previously

Matilda Sanders

ORIGINAL

From: Ruth McHargue
Sent: Monday, June 04, 2007 3:51 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9463

add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 2:51 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9463

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Susan John
Telephone: 407 366 3498
Email:
Address: 220 West 3rd Street Chuluota 32766-9088

BUSINESS INFORMATION

Business Account Name: Susan John
Account Number:
Address: 220 West 3rd Street Chuluota Florida 32766-9088

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Aqua Utilities plans to raise the water rates in Chuluota by 15% for any amount over 20,000 per month. Even if the WATER PRESSURE and the WATER QUALITY were up to standard this price hike would be high. As it is - the pressure and quality are sub-standard and our rates should not change until these problems are SOLVED.

CMP ____
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CTR ____
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GCL ___1___
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Matilda Sanders

ORIGINAL

From: Ruth McHargue
Sent: Monday, June 04, 2007 3:50 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9457

add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 1:17 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9457

Complaint filed with PSC

Select County: WASHINGTON
CUSTOMER INFORMATION

Name: Diana Wood
Telephone: 850-773-1778
Email: taurusearth@bellsouth.net
Address: 2134 Sunny Hills Blvd. Chipley 32428

BUSINESS INFORMATION

Business Account Name: Diana Wood
Account Number:
Address: 2134 Sunny Hills Blvd. Chipley Florida 32428

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I would like to file a complaint about the outrageous increase in our water bills by Aqua Utilities here in Sunny Hills Fl. I do not understand how they can raise the price so high without the final ok!! There are about 75 percent of senior citizens that reside here year round and many are on fixed incomes. They will not be able to maintain their homes, or be forced to decide weather to have a drink of water or have something to eat.
The community meeting was held on a week day(May 14th.) many people work and could not attend. We would like to have another meeting here in Sunny Hills since this is where they are increaseing our bill. I believe that the commission will do something about this problem.

Respectfully,
Diana Wood

CMP _____
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GCL _1_____
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RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Matilda Sanders

From: Ruth McHargue
Sent: Monday, June 04, 2007 3:14 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: My contact

ORIGINAL

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

add to docket number 060368

-----Original Message-----
From: Webmaster
Sent: Monday, June 04, 2007 12:48 PM
To: Consumer Contact
Subject: RE: My contact

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 12:49 PM
To: Webmaster
Cc: taurusearth@bellsouth.net
Subject: My contact

Contact from a Web user

Contact Information:
Name: Diana Wood
Company:
Primary Phone: 850-773-1778
Secondary Phone: 850-774-3206
Email: taurusearth@bellsouth.net

Response requested? Yes
CC Sent? Yes

Comments:
I would like to file a complaing against the proposed rate increase of the Aqua Utilites water company it is an out rage that they are trying to raise it so much. Many of the people here are senior citizens and can not afford such a LARGE increse. Please do something to help us out here.
Respectfully,
Diana Wood

Matilda Sanders

From: Ruth McHargue
Sent: Monday, June 04, 2007 3:13 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 9453

ORIGINAL

add to docket #060368

CMP ____
COM ____
CTR ____
ECR i
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
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-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 12:38 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 9453

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Franklin & Virginia Adkins
Telephone: 407-977-5014
Email: GingerLAdkins@aol.com
Address: 559 Nutmeg Court Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Franklin Adkins
Account Number: 0009041860646696
Address: 559 Nutmeg Court Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
Every month our water bills are outragous. When we moved to Chuluota 3 years ago we were getting water bills no less than $ 400.00 per month. After a year we were forced to put in a well to be able to afford to stay in our home. Even after putting in the well our water bills are close to $ 200.00 per month. We do everything we can to conserve water but we have 3 small children in the home. These water bills are causing us to not be able to pay our bills and we may loose our home. This is not right. No other person in the South Eastern United States pays a water bill this high. On top of the high prices we also frequently receive letters stating that our high priced water is unsafe to drink and may cause cancer. Therefore, we have to put out even more money to go out and buy bottled water to drink. This became very expensive during my recent pregnancy when I was drinking a gallon of water per day. It continues to be expensive to have to buy bottled water to make my baby's formula. At the price Aqua Utilites is charging me for water in my home and I should not have to go to the store to buy SAFE water. Something has to be done to protect us as the consumer.

Matilda Sanders

ORIGINAL

From: Ruth McHargue
Sent: Monday, June 04, 2007 3:12 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9451

add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 12:08 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9451

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: June Urzi
Telephone: 4073662981
Email:
Address: 955 Poinsetta Drive Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Anthony Urzi
Account Number: 000909904 0652015
Address: 955 Poinsetta Drive chuluota fl 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Our water rates are the highest in Florida despite the fact that we are constantly getting notices that the water quality is not up to par. Many people are acutally selling their homes because they can no longer afford the monthly water bills. This has got to stop. I don't understand how a town (Oviedo) that is less than 5 miles away can pay so much less than we do.

CMP _____
COM _____
CTR _____
ECR _____
GCL _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

ORIGINAL

Timolyn Henry

From: Ross [ross@espritus.net]
Sent: Monday, June 04, 2007 3:05 PM
To: marshmaid@hughes.net; Office of the Chairman; Katrina McMurrian; Bev DeMello
Cc: Charlie.Crist@myflorida.com; arnold.traci@leg.state.fl.us; 'Joy Ezell'; 'No Coal'; aronberg.dave.web@flsenate.gov; baker.carey.web@flsenate.gov; bennett.mike.web@flsenate.gov; constantine.lee.web@flsenate.gov; dockery.paula.web@flsenate.gov; justice.charlie.web@flsenate.gov; ennis.connie@leg.state.fl.us
Subject: RE: [saveitnowglades] PSC Determination for Glades Power Park

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

4 June 2007

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: FPL Glades Power Park

Dear Commissioners:

Like Rhonda, I am also a Florida taxpayer and FPL customer. I have carefully read her letter below and agree 100% with 100% of the content and spirit of the letter.

Kind Regards,
Ross Kelson
7330 Ocean Terrace, Suite 1801
Miami Beach, FL 33141

From: saveitnowglades@yahoogroups.com [mailto:saveitnowglades@yahoogroups.com] **On Behalf Of** rhonda roff
Sent: Monday, June 04, 2007 11:03 AM
To: Chairman@psc.state.fl.us; Katrina.McMurrian@psc.state.fl.us; BDEMELLO@PSC.STATE.FL.US
Cc: Charlie.Crist@myflorida.com; arnold.traci@leg.state.fl.us; Joy Ezell; saveitnowglades@yahoogroups.com; No Coal; aronberg.dave.web@flsenate.gov; baker.carey.web@flsenate.gov; bennett.mike.web@flsenate.gov; constantine.lee.web@flsenate.gov; dockery.paula.web@flsenate.gov; justice.charlie.web@flsenate.gov; ennis.connie@leg.state.fl.us
Subject: [saveitnowglades] PSC Determination for Glades Power Park

4 June 2007

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: FPL Glades Power Park

Dear Commissioners:

Although the true costs of this proposed plant has not be calculated yet, the Florida Public Service Commission is required to issue their final determination on Tuesday, June 5. FPL gave the state DEP an extension until

Visit Your Group
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- Environment issue
- Environmental issues
- Environmental activists
- Environment

Yahoo! Groups

Take a Survey

express your ideas

June 15 to draft the air permit. That draft permit will include recommendations for pollution control devices far beyond the design presented to the PSC. These costs, following the blessing that the PSC may give, will mean very little to FPL because they will then be allowed to pass the cost on to their customers. Similarly, the South Florida Water Management District has some strong recommendations, not yet publicized, that will likely cost FPL two to three times more for their 28 million gallons per day of cooling water. Those costs have not been considered by the PSC either and will be passed directly to the ratepayer.

None of this, nor the future cost of carbon regulation, up to $400 million for this facility alone, are unknown to the PSC. You heard this in April during the needs determination hearing during the public testimony and from participating parties to the hearing.

The City of Moore Haven, the site of the proposed Glades Power Park, buys power from Glades Electric Cooperative, and then sells it back to the residents at a premium. While I was in Mickey's Bait Shop in Moore Haven a few weeks ago (while there was still water in Lake Okeechobee), another customer told me that he was paying over $125 to keep the power on in his mother's house, now vacant since she recently passed away. Glades Electric now purchases power from Seminole Electric but has the option to buy from FPL when this contract is up. Even the current cost estimates for FPL's expansion should send shockwaves through its distribution network. Imagine if you add in the costs which will, conveniently, be revealed only after the PSC blesses (or not) the project.

As a consumer, I enjoy the right to choose which product I buy. As an FPL ratepayer, I would like the ability to choose for myself what kind of power I buy, and at a fair rate. I implore the Public Service Commission to act on behalf of the consumer in this case by requiring FPL to:

1. provide a more accurate cost estimate, knowing that they are at this moment fully aware of the increases which will be revealed to the public within the next few weeks, and
2. implement incentives for truly clean renewables, conservation and efficiency rather than a $5.7 Billion fire-breathing dragon which will cost hundreds of millions more dollars each year to run.

The $21 million in tax revenues promised to Glades County annually can be earned in much more sustainable ways which do not require selling their collective soul.

Rhonda Roff, President
Save It Now, Glades!, Inc.

share your opinion

Y! Toolbar

Get it Free!

easy 1-click access

to your groups.

Yahoo! Groups

Start a group

in 3 easy steps.

Connect with others.

PO Box 1953
Clewiston, FL 33440
www.saveitnowglades.org

Messages in this topic (1Reply (via web post) | Start a new topic
) Messages | Files | Photos | Links | Database | Polls | Members | Calendar
YAHOO! GROUPS
Change settings via the Web (Yahoo! ID required)
Change settings via email: Switch delivery to Daily Digest | Switch format to Traditional
Visit Your Group | Yahoo! Groups Terms of Use | Unsubscribe

Matilda Sanders

From: Ruth McHargue
Sent: Monday, June 04, 2007 2:55 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9447

ORIGINAL

Please add to docket file 060368

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 10:50 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9447

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Asuncion Gutierrez
Telephone: 407-366-5102
Email: cion@daynerhall.com
Address: 587 Osprey Lakes Circle Chuluota 32765

BUSINESS INFORMATION

Business Account Name: Asuncion Gutierrez Account Number:
Address: 587 Osprey Lakes Circle Chuluota Florida 32765

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Aqua Utility is in the process of trying to get a rate increase approved by the FPSC. I'm furious at the prospects of having our already outrages water bills increased even more (ABOUT AN EXTRA $60 A MONTH) for terrible water and service. This is truly a monopoly and I feel no one is out there protecting us, the citizen. Our neighbors a half mile down the road have a different utility company and they pay about 1/3 for the same thing, WATER! They can justify all day long how they should be granted this rate increase but I hope someone has the decency to ask themselves if it's right to allow this. We pay on average $125-160+ a month and this will now go up to $185-220+ if this is approved. Is this right? NO, THIS IS OUTRAGOUS!

Pricing aside, I've been reading all of this literature about how poor the quality of water were receiving is and that it may be unsafe to drink, especially if you're pregnant. Well, since we've been living in our home (about 5+ years), my wife has had two miscarriages and our son was full term and he weighed only 5lb, 7oz. These are same symptoms they keep saying may occur if you drink the water coming from Aqua Utility water. My wife is now pregnant again and I'm scared too death every time she drinks Aqua Utilities water. The FPSC seems to be the only agency that can make a difference here. Please do the right thing and deny them the rate increase and investigate the possibility that people are being hurt by the quality of water.

PSC was contacted previously

Matilda Sanders

ORIGINAL

From: Ruth McHargue
Sent: Monday, June 04, 2007 2:55 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9446

add to docket # 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 10:49 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9446

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: J L Davidson
Telephone: 407 365 4651
Email: Barbslost2@aol.com
Address: PO box 620563 oviedo 32762

BUSINESS INFORMATION

Business Account Name: J L Davidson
Account Number: 000893503 0636509
Address: 265 Ave E Chuluota FL 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
My complaint is about the proposed increase in our water bill which is so outrageous that I can hardly believe it. It is not our fault you bought a pig in a poke and you should have investigated it more then you did but as I said it is not our fault and we should not have to pay for your problems that were there when you bought the utility. You will be driving a lot of people out that live on retired incomes or families with children that have lived in Chuluota for years, we should pay for dirty water?????? Could your families pay 300 plus for water?

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Matilda Sanders

ORIGINAL

From: Ruth McHargue
Sent: Monday, June 04, 2007 11:51 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks; Angie Calhoun
Subject: FW: 2036961278, 1 page(s)

Attachments: FAX.TIF

I think the attached fax is a protest to docket # 060368

From: Consumer Contact
Sent: Monday, June 04, 2007 11:10 AM
To: Ruth McHargue
Subject: FW: 2036961278, 1 page(s)

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 2036961278, 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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-----------------------------------------
  Received On:       6/04/2007 10:23 AM
  Number of Pages:   1
  From (CSID):       2036961278
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:00:39
  Transfer Speed:    14400

  Received Status:   Success
  Number of Errors:  0
  Port Received On:  RockForceOCTO+ Port 6
-----------------------------------------
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FAX.TIF (19 KB)

CMP ____
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CTR ____
ECR ___1___
GCL ___1___
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Public Service Comm.
Fax 1-800-511-0809

From: Luis Murillo & family
830 Vermont Woods
Orlando, FL 32824

I'm Totally Agaist your approval for Energy & Water Increases. Please be alert of higher gas price and harder ways To earn a living. DO NOT TERRORIZE ME with your approvals. We all suffering!!!!!

Timolyn Henry

From: rhonda roff [marshmaid@hughes.net]
Sent: Monday, June 04, 2007 11:03 AM
To: Office of the Chairman; Katrina McMurrian; Bev DeMello
Cc: Charlie.Crist@myflorida.com; arnold.traci@leg.state.fl.us; Joy Ezell; saveitnowglades@yahoogroups.com; No Coal; aronberg.dave.web@flsenate.gov; baker.carey.web@flsenate.gov; bennett.mike.web@flsenate.gov; constantine.lee.web@flsenate.gov; dockery.paula.web@flsenate.gov; justice.charlie.web@flsenate.gov; ennis.connie@leg.state.fl.us
Subject: PSC Determination for Glades Power Park

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

4 June 2007

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: FPL Glades Power Park

Dear Commissioners:

Although the true costs of this proposed plant has not be calculated yet, the Florida Public Service Commission is required to issue their final determination on Tuesday, June 5. FPL gave the state DEP an extension until June 15 to draft the air permit. That draft permit will include recommendations for pollution control devices far beyond the design presented to the PSC. These costs, following the blessing that the PSC may give, will mean very little to FPL because they will then be allowed to pass the cost on to their customers. Similarly, the South Florida Water Management District has some strong recommendations, not yet publicized, that will likely cost FPL two to three times more for their 28 million gallons per day of cooling water. Those costs have not been considered by the PSC either and will be passed directly to the ratepayer.

None of this, nor the future cost of carbon regulation, up to $400 million for this facility alone, are unknown to the PSC. You heard this in April during the needs determination hearing during the public testimony and from participating parties to the hearing.

The City of Moore Haven, the site of the proposed Glades Power Park, buys power from Glades Electric Cooperative, and then sells it back to the residents at a premium. While I was in Mickey's Bait Shop in Moore Haven a few weeks ago (while there was still water in Lake Okeechobee), another customer told me that he was paying over $125 to keep the power on in his mother's house, now vacant since she recently passed away. Glades Electric now purchases power from Seminole Electric but has the option to buy from FPL when this contract is up. Even the current cost estimates for FPL's expansion should send shockwaves through its distribution network. Imagine if you add in the costs which will, conveniently, be revealed only after the PSC blesses (or not) the project.

As a consumer, I enjoy the right to choose which product I buy. As an FPL ratepayer, I would like the ability to choose for myself what kind of power I buy, and at a fair rate. I implore the Public Service Commission to act on behalf of the consumer in this case by requiring FPL to:

1. provide a more accurate cost estimate, knowing that they are at this moment fully aware of the increases which will be revealed to the public within the next few weeks, and
2. implement incentives for truly clean renewables, conservation and efficiency rather than a $5.7 Billion fire-breathing dragon which will cost hundreds of millions more dollars each year to run.

The $21 million in tax revenues promised to Glades County annually can be earned in much more

sustainable ways which do not require selling their collective soul.

Rhonda Roff, President
Save It Now, Glades!, Inc.
PO Box 1953
Clewiston, FL 33440
www.saveitnowglades.org

Matilda Sanders

From: Ruth McHargue
Sent: Monday, June 04, 2007 10:11 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: Docket file

ORIGINAL

Please add docket file

-----Original Message-----
From: Consumer Contact
Sent: Monday, June 04, 2007 9:09 AM
To: Ruth McHargue
Subject: FW: My contact

To CLK for docket 060368

-----Original Message-----
From: Webmaster
Sent: Monday, June 04, 2007 8:41 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, June 04, 2007 8:09 AM
To: Webmaster
Cc: stpless@embarqmail.com
Subject: My contact

Contact from a Web user

Contact Information:
Name: Shirley Pless
Company: Aqua Utilities
Primary Phone: 352-253-1097
Secondary Phone:
Email: stpless@embarqmail.com

Response requested? Yes
CC Sent? Yes

Comments:
Would like to urge the Commission NOT to approve the requested rate increase by Aqua Utilities.
Living on a fixed income,it would be devastating to us. With soring insurance rates and property tax increases it would be the "straw that breaks the back" for many of us.
Any information on this issue you could email me would be appreciated. I am never sure of where to register my comments if there is another venue for doing this please let me know.

CMP ____
COM ____
CTR ____
ECR ____
GCL ____
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Matilda Sanders

From: Ruth McHargue
Sent: Monday, June 04, 2007 10:07 AM
To: Timolyn Henry
Cc: Cheryl Bulecza-Banks; Matilda Sanders
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9437

ORIGINAL

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
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Docket file 060368
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, June 03, 2007 4:28 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9437

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Dana Plumtree
Telephone: 407-383-0411
Email: flladyblue@cfl.rr.com
Address: 281 Langford Drive Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Dana Plumtree
Account Number:
Address: 281 Langford Drive Chuluota Fl 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
To Whom It May Concern:

I am unable to attend the upcoming meeting to discuss the rate increase that is requested by AQUA Utilities for the Chuluota area. Therefore, I am sending this correspondence instead. I have been a Chuluota resident for 5 years. For the past 5 years, the quality of the water has steadily decreased. When AQUA took over the accounts for this area - service declined as well.

I have an 11-week old daughter and a 9 year old son. It is scary that I make sure that neither of them get ANY water from the tap to drink. My water bill is among the highest of anyone I know. Add on to that, the cost to buy bottled water for drinking, making my newborn daughter's bottled formula, and for washing the bottles for cleanliness. The cost I pay for WATER is outrageous. I am a full-time law enforcement officer and my husband is a full-time manager for a local company. We live paycheck to paycheck- as most other in this area do.

We can not continue to pay the prices that we are, not to mention the possibility of a rate increase for the poorest quality water in the county. Our rates are higher than anywhere else in the county as well.

Please consider the plight of the average resident in this area. AQUA Utilities needs to be forced to correct the quality problem to be in compliance with the EPA before ever considering rate increases, for water than we shouldn't be drinking. We have no choice, AQUA is the only service for water that is provided. Lastly- this problem has been so for several years now- without any positive change in quality. Yet, we've already experienced rate increases once- please don't allow this to continue.

I thank you for your consideration.

Michael & Dana Plumtree
281 Langford Drive
Chuluota, Florida 32766

Matilda Sanders

From: Ruth McHargue
Sent: Monday, June 04, 2007 10:07 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9435

ORIGINAL

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docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, June 03, 2007 9:53 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9435

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Sherri Coble
Telephone: 407-617-4854
Email: oviedosb@aol.com
Address: 2713 Bellewater Place Oviedo 32765

BUSINESS INFORMATION

Business Account Name: Sherri Coble
Account Number:
Address: 2713 Bellewater Place Oviedo FL 32765

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I am quite concerned about the requested water bill increase from Aqua Utilities Florida, Inc., up to 300%. As a consumer of their water products, I think a reasonable increase is justified. My average water and sewer bill is $80.00 a month. I think paying up to $150.00 per month is much more affordable than $300.00 per month. I think the Aqua Utilities should consider selling bonds for a portion of the funds they need to update their 30 year old water system. In my opinion, they should have been asking for reasonable increases through out the last 30 years instead of the huge jump they now state they need. With everything increasing but our paychecks, I think it is inappropriate for the requested 300% increase at this time.

Matilda Sanders

From: Ruth McHargue
Sent: Monday, June 04, 2007 10:06 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9427

ORIGINAL

docket file 060368

CMP ____
COM ____
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-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, June 02, 2007 12:52 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9427

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Bill Chiles
Telephone: 321 439 7074
Email: tonkatoy42@hotmail.com
Address: 203 velveteen place chuluota 32766

BUSINESS INFORMATION

Business Account Name: Bill Chiles
Account Number:
Address: 203 velveteen place chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I just move to this location on 4/27/2007 and what a mistake it has been due to water prices. I hav lived in Orange county all my life and between water sewage and electric I have never seen a water bill as high as my first one 189.00 for less than a month, not to mention on the 7th on may they shut our water off for 2 days because the former owner had his services stopped, yet they are so incompetent that they didn't take into account our new account opened under my finace'e name Maria Duvall was acctivated on 5/1/07 and I took pictures of our locked out meter on the 7th and the numbers they have us using don't match up to the meter or the bill they have sent.

The price increase they impose is ridiculous and I personally am back to my first disicison of leaving Fl all together. I can't afford the gas and water and real estate here onmy pay, and I'm a CT tech at Florida hospital.
My pay hasn't increased in two years yet everything around is getting way out of hand and it's time to start getting things done for the people not the CORPORATIONS of FLORIDA.
So I am very mad about this purposed increase any increase at this time is unwarrented and unwanted and unaffordable.
This will be my first on many complaints on this matter, and I will be at the 26th meeting

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Docket No 060368-WS

Name Thomas E. Smith

Address 140 Ivey St.

SATSUMA, FL. HERMITS COVE

RECEIVED-FPSC
07 JUN -4 AM 8:46
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I PASSED MY BIRTH AGE OF 90 YEARS ON MAY 4, 07

KNOW BY NOW THE DIFFERENCE BETWEEN DECENT RETURN AND GREED

A FIXED INCOME NEVER GOES UP OUR WATER RATES SHOULD NEVER GO UP THIS HIGH

AQUA UTILITIES ARE LIKENED TO THE GREEDY FARMER WHO SAYS HE DOESN'T WANT ALL THE LAND THERE IS ONLY WHAT IS NEXT TO HIS

CMP
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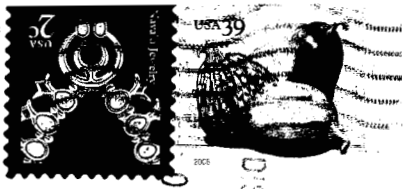
Fold and tape – see back for address

Mrs. Martha M. Smith
140 Ivey St.
Satsuma, FL 32189

DAYTONA BEACH
FL 321 1 T
31 MAY 2007 PM



07 JUN -4 AM 7:58

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

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

Docket No. 060368-WS

Name Mr & Mrs James Rahm

Address 418 Cove Dr

Satsuma Fla

RECEIVED-FPSC
07 JUN -4 AM 8:45
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

We feel the water is not that good (taste) (order) we use bottled water to drink. Our laundry smells of bleach. clothes fade. With income in Hermits Cove the raise in rates are very high. our rates listed on report 6 are the highest on that page.

When pipes breaks or something happens and they say we have to boil water no one informs us sometime days before we see a little sign on corner we also have older people that drink the water because they don't desire to see there little sign they put up.

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Janet Bonita Rahm

Fold and tape -- see back for address

James & Bonita Rahm
418 Cove Dr.
Satsuma, FL 32189

DAYTONA BEACH
FL 321 1 T
29 MAY 2007 PM

USA First-Class

07 JUN -1

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

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Docket No 060368-WS

RECEIVED FPSC
07 JUN -4 AM 8:44
COMMISSION CLERK

Name Earl J. + Patricia H. Hoey

Address 156 Magnolia Street
Satsuma, FL 32189

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Our community consists mostly of older retired residents who live on fixed incomes. The requested Residential Water Rates increases by Aqua Utilities will cause a financial hardship to most of us in Hermits Cove, Putnam County. Realizing Aqua Utilities probably does need to increase rates to provide a quality service, we just feel it does not need to be as high as indicated - Base rate from $9.33 to $34.17.

Thank You,
Patricia Hoey

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In God we Trust ;

Hoey
156 magnolia St.
Satsuma, FL 32189

DAYTON
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31 MAY

07 JUN -4

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

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Docket No. 060368-WS

ORIGINAL

June 1, 2007

To the attention of: Florida Public Service Commission,

I, William R. Rissmiller, would like to speak at the public hearing that is to be held on June 13, 2007, Docket No. 060368-WS. I live in Sebring Lakes Development, located just south of the town of Sebring. I am the spokesman for Connie Burton, homeowner. I was asked to speak because Connie must work on the day of the public hearing.

To begin, I have lived in Sebring Lakes for about four years now and the water has been non-potable most of that time. We recieved letters from the Water Company Testing Facility that the water had high levels of chemicals that would harm people if they drank the water. I am one of those people that the water would harm because of a liver problem. A letter also stated that young childern should not drink the water. From Connie's and my memories, approximately three times our water filter system was clogged because of work being done on the water lines. We were not notified of the work ahead of time. I thought costumers were to be notified before work was to be done. One of these times we took water to the lab to be tested and the lab said the water was not good but the lab could say no more.

Connie Burton and I feel this raise in payments for service are not justified because the water service has been outrageous and the water has been dangerous to drink. One time we can remember our dog and cats would not drink the water and we were told by one of our neighbors that there pets would not drink the water either. We were froced to revert back to our well for water on these bad times. We now route the water through two filtration devices and buy bottle water to drink, just to be sure we are safe.

WE SHOULD NOT LIVE IN FEAR OF THE WATER COMING INTO OUR HOMES AND SHOULD NOT BE CHARGED OUTRAGEOUS PRICES TO HAVE THIS WATER PIPED INTO OUR HOMES

IT IS NOT THE COUSTUMERS WHO SHOULD PAY FOR THE MISTAKES OF THE WATER COMPANY - - IT IS THE WATER COMPANY WHO SHOULD BE REASONABLE AND NOT GOUGE PRICING

William R. Rissmiller

Connie Burton

4650 Sebring Lakes Blvd
Sebring, Fl. 33870

RECEIVED-FPSC
07 JUN -4 AM 8:43
COMMISSION CLERK

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P.O. Box 535
Interlachen, FL 32148
May 22, 1907

RECEIVED-FPSC
07 JUN -4 AM 8:35
COMMISSION CLERK

ORIGINAL

To Division of Commission Clerk:

This letter is in response to the notification of proposed increase in water and wastewater rates in Putnam County by Aqua Utilities Florida Inc.

I understand Aqua Utilities' need to recover the expenses incurred in upgrading our water treatments. But I believe there are other avenues possible to fulfill that goal.

Considering that Aqua's suggested rate water increase for Interlachen Lakes - Palm Shores and Park Manor is 233% more and Consumption rate is increased by 99% it is hard to believe that Aqua is not aware that Putnam County is one of the poorest in the state. Many people affected are living below poverty level. Many have limited fixed income. Many will suffer and go without essentials to meet this increase, if they can.

Mathematically this increase would cover Aqua's expenses already incurred in 19 months. A more moderate increase and a longer time to repay the capital investment would be welcome and just as effective.

We ask that you consider our request of a better plan to reach (Aqua's) goal.

Docket #060368 - WS

Yours truly,
Dorothy A. Jones

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Rates ☐ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

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ORIGINAL

May 28, 2007

Dir. Div. of Commission Clerk & Admin Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee FL 32399-0870

RECEIVED FPSC
07 JUN -4 AM 8:34
COMMISSION CLERK

Docket # 060368-WS

We are an elderly couple with many medical problems. My husband has had two major strokes and many TIAs, I have a pacemaker. We live on a fixed income. We think it is very unfair for such a tremendous raise for Aqua Utilities.

Please help us.

Phyllis & Rufus Moore
73 Rosalie Oaks Blvd
Lake Wales FL 33898-8404

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

ORIGINAL

Docket No. 060368-W

Name Theodore & Hulda Allen

Address 114 Hermit Drive
Satsuma, Fl. 32189

RECEIVED FPSC
07 JUN -4 AM 8:34
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Outrageous!!! Wouldn't we all like a raise of 200 plus percent - then we are going to pay your rates! What right do you have to raise our rates so high! Disgusting I say!

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Fold and tape – see back for address

Mr. & Mrs. Theodore G. Allen
114 Hermit Dr
Satsuma, FL 32189

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

DISTRIBUTION CENTER
07 JUN -4 AM 8:10

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Rate Prior To Filing
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Interim Rates
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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

ORIGINAL

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED FPSC
07 JUN -4 AM 8:32
COMMISSION CLERK

Name Louise Conner

Address 124 Reaves Ave.
Interlachen, FL 32148

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Why will the rates on 10 systems in Putnam County be higher than the other counties except the 2 systems in Brevard County? Most of these water systems are in mobile Home parks, we are low income communities. My water bill runs between $18.00 to $20.00, a month. I budget $20.00 for water and I still limit my water usage so as not to go over $20.00. It would be a real hardship for me any many of my neighbors if Aqua Utilities of Florida would be allowed to triple our water rates. Aqua Utilities is asking for a large rate increase before they even spend monies to refurbish our water systems – how do we know that this increase will be used for that purpose when no one has seen any work in progress?
Please note: many of us are buying bottled drinking water on top of what we are paying Aqua Utilities

Thank you.

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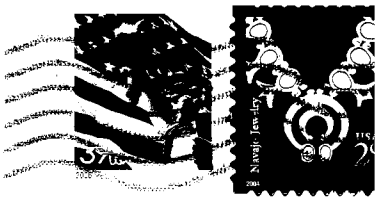
L. CONNER
124 REAVES AVE.
INTERLACHEN FL 32148-3704

DAYTONA BEACH
FL 321 1 L
01 JUN 2007 PM



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07 JUN -4 AM 8:1

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

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Docket No. 060368-W

ORIGINAL

Name

Address

Ms Dori C Smith
132 Ivey St.
Satsuma, FL 32189

RECEIVED-FPSC
07 JUN -4 AM 8:31
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Aqua Utilites
Dear Sir:

I Live On Social Security & A Rate Increace Will Realy Put Us in The Poor House $9:33 - $12.59 not BAD but $34.17 That is Un-Reasonable The Quality is not That Good. This is Retirement Commity A Rate incret Would Be A Disaster. Thank you FOR looking into This matter Thank ya so MUCH

Dori C. Smith
Satsuma, Fl

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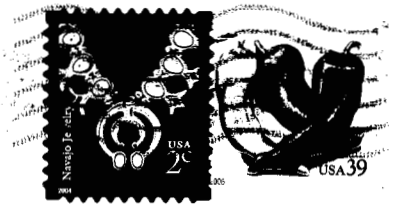
Fold and tape – see back for address

Ms Dori C Smith
132 Ivey St.
Satsuma, FL 32189

DAYTONA BEACH
FL 31 1 L
31 MAY 2007 PM



DISTRIBUTION CENTER
07 JUN -4 AM 7:53

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

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Rate Prior To Filing
9.33 gallonage 4.64

Interim Rates
12.57 gallonage 6.25

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RECEIVED-FPSC
07 JUN -1 PM 3:29
COMMISSION CLERK

FLORIDA DEPARTMENT *of* STATE

CHARLIE CRIST
Governor

KURT S. BROWNING
Secretary of State

060368-WS

May 22, 2007

Ketema and Angelica Harris
507 Granite Circle
Chuluota, Florida 32766

Dear Mr. & Mrs. Harris:

We received your faxed letter dated May 19, 2007, unfortunately, the Florida Department of State does not have jurisdiction in matters of this nature. Therefore, we are forwarding your letter to the Public Service Commission for a response. You may contact this agency at 800-342-3552 or online at contact@pcs.state.fl.us. The address is:

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

I hope this information proves helpful.

Sincerely,
Department of State
Office of the Secretary

/dmc

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RECEIVED

R. A. Gray Building • 500 South Bronough Street • Tallahassee, Florida 32399-0250
Telephone: (850) 245-6500 • Facsimile: (850) 245-6125
www.dos.state.fl.us

Docket # 060368

Phone #
352-793-2166

MAY 29 2007

Florida Public Service Commission
Division of Ec

RECEIVED-FPSC

07 MAY 30 AM 10:05

COMMISSION
CLERK

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

Ruth M. Hargue

I hope you can help us with
Aqua Utilities Florida, Inc - 762 W Lancaster Ave
Bryn Mawr, Pa.
19010-3489

Our rates have increased so much people are going to move can't pay water bill -

I take one bath a week - sponge bath the rest of the week - Flush the potty 2 times a day - Wash my husband clothes once a week (He was in a bad accident 9-11-06 - suffers from brain damage) I bring his clothes home to wash because he is in rehab - I wash my clothes 2 a month - Sorry to ramble -

Every one in "The Wood" are so upset.

The water is not fit to drink read whats in it. I have to buy bottled water every week - extra cost to me -

Water smells awful somedays - Brown, Sand sometimes it yellow -

We called and Filed a protest Rate increase this week - If you can help, you will be our angel. Thank you for your help.

Mary Lindsey

CMP ____
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ORIGINAL

MAY 24, 2007

RECEIVED-FPSC
07 MAY 29 AM 9:38
COMMISSION CLERK

RE. APPLICATION For increase Water and WASTE WATER RATES IN POLK COUNTY, FLA. BY AQUA UTILITIES FLA., INC.

DOCKET No. 060368-WS

Dear FLA. Public Service commission members:

I AM A FULL Time Resident OF LAKE ROSALIE OAKS Subdivision. I AM Retired And my wife And I Are Living OFF Social security And A SMALL Pension. My wife And I both TAKE A LOT OF very expensive medicines And it is hard To make ends meet Now. A RATE increase OF This magnitude would Really strain out budget.

I don't know where They spent ALL This money As I have seen very LITTLE work going on. I sure have NOT seen ANY pipes Replaced.

We sincerely hope you will deny This increase or AT LEAST Lower it.

L.F. Hines
#2 ROSALIE OAKS BLVD.
LAKE WALES, FL.
33898

Sincerely
L.F. Hines

CMP
COM
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ECR 1
GCL 1
OPC
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SGA
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OTH

Administrative Parties Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

RECEIVED
07 MAY 22 PM 12:48
SECRETARY OF STATE
TALLAHASSEE, FLORIDA

May 19, 2007

Dear Commissioner:

This letter is in regards to Aqua Utilities. We live in Chuluota, Florida, in the subdivision the Reserve at the Trails. We have numerous complaints regarding our water company, Aqua Utilities. I realize you may already be aware, but something seriously must be done about this company. It is affecting everyone in our community, and our families, in more ways than one.

First and foremost the contaminants in the water. We have been receiving notification from Aqua that the water MAY be contaminated, but that it is still okay to drink. We have found out later that this is not true, and that the water IS in fact, contaminated with cancer-causing chemicals. We are bathing in this water, drinking it, our children are doing the same, and this has not been properly taken care of by them. Even if they simply think that it is contaminated, they have done nothing to improve the situation. In the meantime, our family's health is at stake!

Secondly, the rates we are being charged, and our overall bills are astronomical, and now the company is proposing yet another rate increase. This is absurd, considering there are other homes in our area that also have Aqua Utilities and are not paying as much in water as we are. It seems to be only the new construction (the Trails and Osprey Lakes), as far as we are aware, that are paying these outrageous water bills. Others that have Aqua Utilities do not seem to be paying as much as we are in water. We also do not think the company is even reading the meters monthly, for the most part at least. There is no way my family of 5 consumes 42,000 gallons of water in 28 days. Yet, that is how much we have been billed in the past for water. Our bills do not fluctuate based on our consumption; there are months when we turn off our irrigation systems to hope to feel a relief in the water bill, yet our consumption remains almost the same. There are months when we have been on vacation for part of it, and yet our water consumption remains almost the same. It does not make any sense, and unfortunately, we are at the mercy of this company that is in control of our water supply. We have no place else to turn, and we are forced to pay their astronomical rates or have no water; water is a necessity for our families to bathe, eat, drink, etc., and so we have to pay what we are charged. It is unfair, unjust, and I would even venture to say some of their practices have got to be illegal.

Aqua Utilities also, in the month of April, changed their billing address and OUR account number with them without any notice to us at all. We have them in our web bill payer and pay our bills via that through our bank every month. The bill arrived in the mail, and we went to our bank online and paid the bill. It was returned to us because they changed this information without notifying anyone. Luckily, we noticed it and were able to call and process a payment over the phone which cost us an additional $4.95, but we did not have our water.

RECEIVED
2007
Florida Public Service Commission
Tallahassee, Florida

disconnected for non-payment. However, we have MANY neighbors who were not so fortunate and their water was turned off for non-payment, although they paid their bill but did not change their account numbers or billing address, which the company changed without telling us. What kind of utility company does that? That is unprofessional and again, unfair to the consumer!

One more minor issue, at this point, is our water pressure. We are paying all this money for contaminated water that at times practically drips out of the faucet! That is completely unacceptable, especially after all that we are being forced to pay.

These are just some of the concerns that we have, we can barely afford to pay our water bill anymore and this rate increase they are proposing would leave many of us unable to pay them in the future and leaving our families without water. This is a serious, critical issue to our community and our families and we really need someone to listen and help us change what is becoming a very drastic situation. Thank you in advance for your consideration.

Sincerely,

Ketema and Angelica Harris
507 Granite Circle
Chuluota, FL. 32766
407-574-7289

RECEIVED
Florida Public Service Commission

ORIGINAL

06 0368-WS

RECEIVED FPSC
07 JUN -1 PM 3:29
COMMISSION CLERK

Ellen Plendl

From: Brimmer-Caton, Patricia [Patricia.Brimmer@myfloridahouse.gov]
Sent: Thursday, May 31, 2007 3:56 PM
To: Ellen Plendl
Subject: FW: Aqua Utilities Response; Gibbons - Chuluota Resident - PSC Docket # 060368

Attachments: Aqua Notice to Public.jpg; Aqua Utilities Response.doc

Aqua Notice to ›ublic.jpg (873.. Aqua Utilities esponse.doc (3.

Thank you,

Trish Brimmer-Caton
Senior District Assistant for
Representative Sandy Adams
District 33
407-977-4020
407-977-4022 fax
trish.brimmercaton@myfloridahouse.gov

-----Original Message-----
From: Adams, Sandy
Sent: Wednesday, May 30, 2007 11:07 PM
To: Brimmer-Caton, Patricia
Subject: Fw: Aqua Utilities Response; Gibbons - Chuluota Resident - PSC Docket # 060368

This message was sent remotely.

----- Original Message -----
From: Gibbons, Joe <JGibbons@idexcorp.com>
To: Merkt, Diane <dmerkt@seminolecountyfl.gov>
Cc: Mike_Napier@doh.state.fl.us <Mike_Napier@doh.state.fl.us>; JohnW_Cochrane@doh.state.fl.us <JohnW_Cochrane@doh.state.fl.us>; Joyce_Bittle@doh.state.fl.us <Joyce_Bittle@doh.state.fl.us>; Denise_Ward@doh.state.fl.us <Denise_Ward@doh.state.fl.us>; Gloria_Rivadeneyra@doh.state.fl.us <Gloria_Rivadeneyra@doh.state.fl.us>; Anita_Sallas@doh.state.fl.us <Anita_Sallas@doh.state.fl.us>; Jeff.Prather@dep.state.fl.us <Jeff.Prather@dep.state.fl.us>; paul.morrison@dep.state.fl.us <paul.morrison@dep.state.fl.us>; contact@psc.state.fl.us <contact@psc.state.fl.us>; POSEY.BILL.WEB; CONSTANTINE.LEE.S22; Webster.daniel.web@flsenate.gov <Webster.daniel.web@flsenate.gov>; Adams, Sandy; BAKER.CAREY.WEB; Mealor, David; Hays, Alan; Simmons, David; ccoto@seminolecountyfl.gov <ccoto@seminolecountyfl.gov>; Regina.Keenan@fldfs.com <Regina.Keenan@fldfs.com>
Sent: Wed May 30 21:32:52 2007
Subject: RE: Aqua Utilities Response; Gibbons - Chuluota Resident - PSC Docket # 060368

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Diane -

Thank you for the update. There are, however - a few things that should be challenged in the Aqua Utility response to the level of TTHM in the Chuluota drinking water. The corrective action treatment methods are from the National Primary Drinking Water Regulations (NPDWR) and are legally enforceable in regards to public drinking water. Primary

standards protect drinking water quality by limiting levels of specific contaminants that can adversely affect public health. Specific responses from Aqua Utility notice sent to me via e-Mail (attached) are challenged below:

1. The NPDWR Standard threshold for TTHM (defined as "a group of organic chemicals, suspected of being carcinogenic; that are formed in water when chlorine being used as a disinfectant, reacts with natural organic matter - such as humic acids from decayed vegetation) is .080 mg/L or less. Aqua Utilities most recent drinking water mailer (attached) alerts Chuluota customers to TTHM levels > 160 mg/L which is TWICE the acceptable NPDWR Standard.
2. Aqua Utilities states that "trihalomethanes at twice the level of 80 mg/L MAY pose a slight in cancer risk over a lifetime of exposure..." This is not entirely accurate - the NPDWR identifies Potential Health Effects from Ingestion of Drinking Water as: "Increased risks for bladder and rectal cancer; risks of adverse birth outcomes (stillbirth); liver, kidney and central nervous system problems."
3. Aqua Utilities response states that "persons who are concerned about levels of TTHM in their drinking water may decide to install an activated carbon filter at the point of use for drinking water, typically at the kitchen sink." This is not entirely accurate - the NPDWR identifies four alternate methods of TTHM corrections which should be implemented by Aqua Utilities: Air Stripping (aeration), Reverse Osmosis, Distillation and Ultra filtration. While it is true that Activated Carbon filters at Point of Use reduce suspected TTHM carcinogens - why should the Aqua Utility customer bear the burden of expense of installing additional filtration when there are four alternate methods of corrective actions available to the public utility??
4. Aqua Utilities states "the route of exposure (to the public water provided) is ingestion - and bathing or washing of clothes in water is not an issue based on the levels identified." This is not entirely accurate - the NPDWR also identifies inhalation and dermal adsorption as potential points of ingestion. Examples include shower mist, washing machine splash and recreational swimming pool activities to name a few - all points of water contact for consumers of the Aqua Utility product.
5. Statements in e-Mails regarding Aqua Utilities product pressure are subjective, however - if I were a company asking for a 300% price increase - I would go above and beyond the minimum acceptable standards as set forth by the Florida Department of Health and the Florida Department of Environmental Protection. Even though the water pressure limits are within acceptable standards of the local government - "good business practices" and "rule of reason" should be examined in regards to customer satisfaction.

In conclusion, there are three criteria used by the Public Service Commission used to justify rate increases by utilities (Rule 25-30.433(1) Florida Administrative Code "In every water and waste water rate case, the Commission is required to determine the overall quality of service provided by a utility in three separate components of water operations. The components are (1) quality of utility's product; (2) the operating conditions of the utility's plant and facilities and (3) the utility's attempts to address customer satisfaction. The rule further states that sanitary surveys, outstanding citations, violations and consent orders on file file with the Department of Environmental Protection and the County Heath Department over the preceding three year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints."

In my opinion, I respectively submit that Aqua Utilities has failed in all three areas of the required criteria for justification of a 300% increase to the customers in Chuluota, FL. Currently, our water bills approach $200 per month - are treble rates of $600 per month fair for

the citizens of Seminole County, fair for the citizens of FL?? Clearly, Aqua Utilities is minimizing the TTHM issue, along with other consumer complaints in order to maximize company profits. Can Aqua Utilities identify where the additional 300% income revenue will be expensed in terms of improved product to the consumer? Can the Public Service Commission justify an out of state "Private-for-Profit" company taking advantage of customers in Chuluota, FL that have no recourse for alternate suppliers??? Please HELP - the citizens of Chuluota, Seminole County Florida are being victimized - we are requesting immediate assistance.

Also - there seems to be various "there's nothing we can do, contact the FL Public Service Commission" responses to my (our) requests - including an auto response from Governor Christ. I am stating here- as a matter of record, if there are any health issues regarding myself or my family that can be attributed to the product provided by Aqua Utility - I will seek the advice of an attorney in this matter and shall also consider Class Action Litigation in accordance with the other members of this community.

Should there be any question - or if you wish to contact me - please feel free to do so at the address and phone number listed below.

Joseph C. Gibbons
182 Velveteen Place
Chuluota, FL 32766-6022
(321) 299-7274
jgibbons@idexcorp.com <mailto:jgibbons@idexcorp.com>

From: Merkt, Diane [mailto:dmerkt@seminolecountyfl.gov]
Sent: Wednesday, May 30, 2007 4:56 PM
To: Gibbons, Joe
Subject: FW: Aqua Utilities Response

FYI. Just received from the Environmental Health Coordinator at the Public Health Dept. in Seminole.

Diane Merkt for
Commissioner Bob Dallari
District 1
Board of County Commissioners
407-665-7215 ph
407-665-7958 fax

From: JohnW_Cochrane@doh.state.fl.us
[mailto:JohnW_Cochrane@doh.state.fl.us]
Sent: Wednesday, May 30, 2007 4:41 PM
To: Merkt, Diane
Cc: Mike_Napier@doh.state.fl.us; JohnW_Cochrane@doh.state.fl.us; Joyce_Bittle@doh.state.fl.us; Denise_Ward@doh.state.fl.us; Gloria_Rivadeneyra@doh.state.fl.us; Anita_Sallas@doh.state.fl.us; Jeff.Prather@dep.state.fl.us; paul.morrison@dep.state.fl.us
Subject: Aqua Utilities Response

The attached is our response to public health issues identified in the emails sent for our review.

The Seminole County Health Department is available to help residents understand these issues if needed.

We are not subject matter experts in THM's but have access to those who are.

John W. Cochrane

Environmental Manager

Seminole County Health Department

-****Florida has a very broad Public Records Law. Virtually all written communications to or from State and Local Officials and employees are public records available to the public and media upon request. Seminole County policy does not differentiate between personal and business emails. E-mail sent on the County system will be considered public and will only be withheld from disclosure if deemed confidential pursuant to State Law.****-

-****Florida has a very broad Public Records Law. Virtually all written communications to or from State and Local Officials and employees are public records available to the public and media upon request. Seminole County policy does not differentiate between personal and business emails. E-mail sent on the County system will be considered public and will only be withheld from disclosure if deemed confidential pursuant to State Law.****-

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This e-mail is intended solely for the intended recipient or recipients. If this e-mail is addressed to you in error or you otherwise receive this e-mail in error, please advise the sender, do not read, print, forward or save this e-mail, and promptly delete and destroy all copies of this e-mail.

This email may contain information that is confidential, proprietary or secret and should be treated as confidential by all recipients. This e-mail may also be a confidential attorney-client communication, contain attorney work product, or otherwise be privileged and exempt from disclosure. If there is a confidentiality or non-disclosure agreement or protective order covering any information contained in this e-mail, such information shall be treated as confidential and subject to restriction on disclosure and use in accordance with such agreement or order, and this notice shall constitute identification, labeling or marking of such information as confidential, proprietary or secret in accordance with such agreement or order.

The term "this e-mail" includes any and all attachments.

* * * * * * * * * * * * *

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

For Aqua Utilities Florida Customers in Chuluota (PWS # 3590186)

The Chuluota water system routinely monitors for the presence of drinking water contaminants. Test results conducted during the past four quarters (that is the 2nd quarter 2006 through the 1st quarter 2007 showed that our system exceeded the U.S. Environmental Protection Agency (EPA) standard or maximum contaminant level (MCL), for total trihalomethanes (TTHMs). The MCL for TTHMs is 80 micrograms per liter (µg/L). The running annual average (RAA) level based on test results of the last four quarters was 153.3 µg/L. The table below shows the quarterly test results for TTHMs (second column) and the RAA (third column).

SAMPLE DATE	*TTHM (µg/L)*	*RAA (µg/L)*
Second Quarter 2006	*176.8*	*148.9*
Third Quarter 2006	*127.3*	*135.5*
Fourth Quarter 2006	*147.6*	*141.6*
First Quarter 2007	*161.5*	*153.3*

Although this is not an emergency, as our customer, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

What should I do? You do not need to use an alternative (e.g., bottled) water supply or boil your water. However, if you have specific health concerns, consult your doctor. Customers who are concerned about exposure to TTHMs can choose alternative sources of water (e.g. bottled water) or use a home water treatment device, such as a "flow through" pitcher, certified by NSF for reducing TTHMs. (Contact NSF at 1-800-673-6275 or http://www.nsf.org.)

What does this mean? This is not an immediate risk. If it had been, you would have been notified immediately. Disinfectants combine with naturally occurring organic and inorganic matter in water to form chemicals called disinfection byproducts (DBPs), including TTHMs. The EPA sets standards for controlling the levels of disinfectants and DBPs in drinking water. *Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys or central nervous system, and may have an increased risk of getting cancer.* It has been estimated by the EPA that harmful effects may be noticed if a person consumes 2 liters of water with TTHMs in excess of the standard on a daily basis for 70 years.

What happened? What is being done? When will the problem be corrected?

Aqua Utilities Florida submitted plans to the Florida Department of Environmental Protection (DEP) on December 11, 2006 to modify the disinfection process at the treatments plants to reduce the TTHMs. On March 12, 2007, the DEP issued a construction permit on to install the chloramine disinfection system to reduce the TTHMs. We will continue quarterly testing and will notify you of our progress and future results until the RAA is below the MCL.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please contact:

Responsible Person Patrick Farris	System Name Chuluota Water System	Aqua Utilities Florida (Street) P.O. Box 490310, Leesburg, FL 34749
Phone Number (352) 787-0980	System PWSID # FL3590186	

Aqua Utilities Response
5/30/07
4:30 PM

The Seminole County Health Department has reviewed the material sent by Commissioner Dallari's ofiice at ~ 2:20 PM today and can make the following statements based on conversations with our Bureau of Drinking Water and the department's toxicologist. We are awaiting a call back from the Florida Department of Environmental Protection regarding the operational and regulatory requirements for this water system:

- Trihalomethanes at less than or equal to 80 micrograms per liter of drinking water pose no risk of cancer in humans.
- Trihalomethanes at twice the level of 80 micrograms per liter of drinking water **MAY** pose a slight increase in cancer risk over a lifetime of exposure assuming 2 liters of consumption per day but the threshold is not definitely defined.. Typically maximum contaminate levels set by the US EPA are many times lower than thresholds expected to cause human health effects.
- Persons who are concerned about the levels of Trihalomethanes in their drinking water may decide to install an activated carbon filter at the point of use for drinking water, typically at the kitchen sink. Activated carbon filters have been proven to effectively remove these contaminates. These filters will be National Sanitation Foundation approved for this use.
- The route of exposure is ingestion and therefore bathing or washing clothes in water is not an issue based on the levels identified.
- Statements in emails indicate that the drinking water pressure is at a minimum of 25 psi; Pressures at greater than or equal to 20 psi are considered by the Florida Department of Health and the Florida Department of Environmental Protection to be satisfactory. Pressures below this threshold require the issuance of **precautionary** boil/bottled water notices. Testing by the health department of the bacteriological water quality based on a recent complaint has been satisfactory.

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED
07 JUN -1 AM 11:18
COMMISSION CLERK

Name Nancy Gross

Address 123 Winchester Ave
Interlachen, FL 32148

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

This rate increase is not called for. It is definitely not called for to triple our monthly payments. You can not even drink this water unless you install a water purifier system.
When you are on a fixed income to triple the cost of the water is really a slap in the face.
If you didn't have to buy bottled water or install a filtering system the new proposed rate would be bad enough but adding the other charges on top of the new payment is unreal. An artesian private well would end up being much cheaper.

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Fold and tape -- see back for address

Walter Gross
123 Winchester Ave
Interlachen, FL 32148-3621

NA EACH
FL 321 2 T
30 MAY 2007 PM

USA FIRST-CLASS FOREVER

07 JUN -1 AM 7:44
DISTRIBUTION CENTER

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

32399-0850

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Docket No 060368-WS

Name HAROLD & JOAN PENDERS

Address 110 HERMITS DR.

SATSUMA, FL 32189

RECEIVED FPSC 07 JUN -1 AM 11:18 COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

WE FEEL THE NEW RATE INCREASE IS WAY TOO HIGH. THE QUALITY OF THE WATER IS SO BAD THAT IT REQUIRES A FILTER BE USED TO BE ABLE TO DRINK IT OR COOK WITH IT, WHICH IS AN ADDED EXPENSE. THIS INCREASE WILL BE A HARDSHIP ON THE WORKING POOR & PEOPLE ON FIXED INCOMES.

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Mr. Harold C. Penders
110 Hermit Dr
Satsuma, FL 32189

DAYTONA BEACH
FL 321 2 T
30 MAY 2007 PM

USA FIRST-CLASS FOREVER

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

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07 JUN -1 AM 7:44

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ORIGINAL

May 29, 2007

RECEIVED-FPSC
JUN -1 AM 11:18
COMMISSION
CLERK

This letter is in reference to **Docket Number: 060368-WS**

Dear Florida Public Service Commission;

When I first received the customer notice that Aqua Utilities filed a petition for a rate increase for sewer and water, I was speechless.

Needless to say, I'm shocked at the audacity of Aqua Utilities to request yet another sizable rate increase while the water quality has remained in violation of EPA standards.

Yes, I'm aware that Aqua Utilities reasoning for the requested rate increase is for equipment upgrades to solve the contamination issue. We have been told this for every past rate increase and now Chuluota residences are currently subject to one of the highest rates in Central Florida for sewer and water.

The requested increase is huge. Based on the figures submitted in the Aqua Utilities notice, water rates will **increase 267%** and Sewer rates will **increase 305%**.

This is ridicules and outrageous!

Is it to much to ask of Aqua Utilities to provide their customers with safe drinking water that meets EPA minimums before any rate increase is considered? Since I became a Chuluota resident in 1999, the drinking water in this area has **never passed EPA standards**. As a matter of fact, based on the latest water analysis (PWS # 3590186), the **contaminants in my drinking water have INCREASED** over the last 9 months (TTHM from 127 to 161 and RAA from 135 to 153).

How much longer do I have to pay extremely high prices for unacceptable drinking water?

Just because Aqua Utilities (a for-profit company) can ask for an increase doesn't mean they should be granted an increase. Where is the accountability?

I respectfully request you deny Aqua Utilities' rate increase request based on their past performance of providing drinking water below EPA standards. At a minimum, Aqua Utilities should be required to submit a business plan with deadlines (subject to penalties) to correct the contaminated drinking water issue prior to any rate considerations.

Enough is enough.

Respectfully;

Jim Grotkopf
533 Yellow Tail Place
Chuluota, FL 32766
(407) 359-8978
JGrot@earthlink.net

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07 JUN -1 AM 7:46

ORIGINAL

RECEIVED FPSC
07 JUN -1 AM 11:15
COMMISSION CLERK

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Re: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.
The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely

David A. Steel

[redacted] & Patri[redacted]ele
[redacted]enlaw Court
Leesburg [redacted]

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ORIGINAL

RECEIVED FPSC
07 JUN -1 AM 11:14
COMMISSION
CLERK

May 30, 2007

Dear Sir/Madam,

This is in reference to Docket #060368-WS. My husband and I, Darrell and Theresa Money, reside at 76 Rosalie Oaks Blvd, Lake Wales, Fl. Recently we received a document that stated that our water/sewer bill is going to increase. The sewer alone is going to increase to over $100.00 a month. This is outrageous. I just received a new bill and on this bill the sewer is $65.00 without water. My total bill before this was between $35.00 and $38.00. So the sewer alone for this month has increased to almost double what my total bill was before. My total bill for this month is right at $90.00. We cannot afford this. It's going to be hard to make this months payment much less if it goes even higher. On June 13th the first hearing will take place to fight this. I ask that you NOT let them increase anymore and that they take the rate back down. Also I would like a refund or credit on this outrageous rate. If that is not possible then at least take it back to the rate that we can afford.

Sincerely,

Theresa K. Money

DISTRIBUTION CENTER
07 JUN -1 AM 7:47

Money
76 Rosalie Oaks Blvd
Lake Wales, Fl 33898-8404

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ORIGINAL

DISTRIBUTION CENTER
07 JUN -1 AM 7:48

RECEIVED-FPSC
07 JUN -1 AM 11:14
COMMISSION
CLERK

May 30th, 2007

Director, Division of the Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Attn: Kim

We are writing in regard to the proposed large rate increases by Aqua Utilities, Docket # 060368-WS. We are concerned customers and must point out that these rates seem to be on the high end from other areas. We also are senior citizens and must live on a fixed income and do not approve of this rate increase.

If work has been done on the system as stated, our water pressure shows no improvement. Aqua Utilities bills in the last couple of months have not shown a breakdown as to what the base facility charges are for water & sewer or a breakdown for water and sewer usage. That leads me to believe that they do not want us to see the interim rate increase, which we also feel is unfair before an increase is actually approved.

Thank you in advance for your kind attention to this matter.

Very truly yours,

John Viskup

John Viskup

Erika Viskup

Erika Viskup

Venetian Village
28128 Tammi Dr
Tavares, FL 32778
352 742-5054

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May 20th, 2007

ORIGINAL

2315 Westminster St.
Wheaton, IL 60187

RECEIVED
07 JUN 11 AM 11:15
COMMISSION CLERK

Director, Division of the Commission Clerk & Administrative Services
Florida Public Service Commission
2450 Shumard Oak Boulevard, Tallahassee, FL
32399-0870

DISTRIBUTION CENTER
07 JUN -1 AM 7:

Re: Docket No. 060368-WS
(Aqua Utilities Florida, Inc., The attempts of this company to further their already confiscatory level of water and waste water rates in Lake County)

Dear Director,

I and my wife reside from December to the mid-portion of April of each year at Lakeside Terrace, a manufactored home community in Fruitland Park, Florida, an attractive place where we and other senior residents extract enjoyment from one another's company and the overall living pleasures that are available to us within Lake County. As "snowbirds" we have exhaustively discussed our various attitudes toward our water/sewer rates with full-time senior-aged residents as well as our fellow "snowbirds." The consensus of thought regarding Aqua Utilities of Florida among Lakeside residents is that their fees are <u>already</u> <u>exceedingly</u> <u>high</u> and that these fees, especially for an aged population, are taking a significant portion of our fixed income. It should be noted, for example, that the <u>sewer</u> charges typically approach or <u>exceed</u> the water base charges by this ratio:

water charges = 39%
sewer charges = 61%
} total incurred bill

[Note: The typical Blum yearly H_2O/sewer bill is between 700-8800

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One can thus see that 61% of the incorred total charges are focussed upon what are termed overall "sewer based facility charges." In my 70 plus years of living and paying reasonable and legitimate water & sewer charges I have never lived in an area (speaking of the states of Wisconsin, Illinois and Indiana) where the sewer charges (in particular) were so extravagantly high; characteristically these charges represent a much smaller portion of the entire water/sewer utility bill! Interestingly and ironically about half of our Lakeside Terrace the "snowbirds," reside in the park but 4 to 5 months of the year and the water which is utilized over the greater balance of the year is solely focussed upon the lawns and plants; this water then does not cascade down sewer heads and other sewer distributory lines!

I think that the above considerations justify a resounding NO to the rate increase proposal. As an elderly citizen I am already trying to cope here in Florida with the calamitous forces of nature (hurricanes, tornadoes, attendantly high property insurance costs, etc.). Lakeside Terrace residents have already experienced a treblying of our home/property related costs. Should these Florida living costs continue to elevate with the present momentum many, probably most, of the "snowbirds" would have to relinquish Florida as their secondary living quarters. Current newspaper articles are describing many retirees as "picking up their stakes" and moving from Florida to such states as North and South Carolina, Georgia, etc. I would not like this to be my fate!

a retired educator,

Paul E. Blum, Ph.D.

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Docket No 060368-WS

Please do read this!

RECEIVED-FPSC
07 JUN -1 AM 11:02
COMMISSION CLERK

Name Kenneth & Mary Trapp

Address 108 Ivey St
Satsuma, FL 32189 (Hermit's Cove)

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

We are relying on you not to allow any more increase in Hermit's Cove. Almost all of the Cove is retirees on limited income. Many at this time have gone north to visit with their families. The few that are not retired and are of very low income.

The quality of the water as you may well know is not good as many of us buy water to drink. There certainly is nothing changed here in years that should warrant such extreme fees.

We do thank you for allowing us to speak out.

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Ken + Mary Knapp
10 B Day St
Satsuma, FL 32189

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

32399+0850 C001

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07 JUN -1 AM 7:43

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ORIGINAL

RECEIVED & FILED
07 JUN -1 AM 11:10
COMMISSION
CLERK

May 30, 2007

Re: Docket # 060368-WS

As residents of Rosalie Oaks Subdivision in Lake Wales, Fl. We have registered our protest by telephone of the proposed increase by Aqua Utilities. We will not be able to attend the meeting in Lakeland on June 13 due to my husband's disability and I don't drive at night.
The people here are mostly retirees on fixed incomes. We would appreciate your consideration for the proposed new rates.

Joseph D. & Iris M. Whaley
60 Rosalie Oaks Blvd.
Lake Wales, Fl. 33898
863-696-3898

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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 31, 2007 10:04 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities Response; Gibbons - Chuluota Resident - PSC Docket # 060368
Attachments: Aqua Notice to Public.jpg; Aqua Utilities Response.doc

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Please add to docket file 060368

From: Consumer Contact
Sent: Thursday, May 31, 2007 7:59 AM
To: Ruth McHargue
Subject: FW: Aqua Utilities Response; Gibbons - Chuluota Resident - PSC Docket # 060368

From: Gibbons, Joe [mailto:JGibbons@idexcorp.com]
Sent: Wednesday, May 30, 2007 9:33 PM
To: Merkt, Diane
Cc: Mike_Napier@doh.state.fl.us; JohnW_Cochrane@doh.state.fl.us; Joyce_Bittle@doh.state.fl.us; Denise_Ward@doh.state.fl.us; Gloria_Rivadeneyra@doh.state.fl.us; Anita_Sallas@doh.state.fl.us; Jeff.Prather@dep.state.fl.us; paul.morrison@dep.state.fl.us; Consumer Contact; Posey.bill.web@flsenate.gov; Constantine.lee.s22@flsenate.gov; Webster.daniel.web@flsenate.gov; Sandy.adams@myfloridahouse.gov; Baker.carey.web@flsenate.gov; David.mealor@myfloridahouse.gov; Alan.hays@myfloridahouse.gov; David.simmons@myfloridahouse.gov; ccoto@seminolecountyfl.gov; Regina.Keenan@fldfs.com
Subject: RE: Aqua Utilities Response; Gibbons - Chuluota Resident - PSC Docket # 060368

Diane -

Thank you for the update. There are, however - a few things that should be challenged in the Aqua Utility response to the level of TTHM in the Chuluota drinking water. The corrective action treatment methods are from the National Primary Drinking Water Regulations (NPDWR) and are legally enforceable in regards to public drinking water. Primary standards protect drinking water quality by limiting levels of specific contaminants that can adversely affect public health. Specific responses from Aqua Utility notice sent to me via e-Mail (attached) are challenged below:

1. The NPDWR Standard threshold for TTHM (defined as "a group of organic chemicals, suspected of being carcinogenic; that are formed in water when chlorine being used as a disinfectant, reacts with natural organic matter - such as humic acids from decayed vegetation) is .080 mg/L or less. Aqua Utilities most recent drinking water mailer (attached) alerts Chuluota customers to TTHM levels > 160 mg/L which is ***TWICE*** the acceptable NPDWR Standard.
2. Aqua Utilities states that "trihalomethanes at twice the level of 80 mg/L *MAY* pose a slight in cancer risk over a lifetime of exposure..." This is not entirely accurate - the NPDWR identifies Potential Health Effects from Ingestion of Drinking Water as: "Increased risks for bladder and rectal cancer; risks of adverse birth outcomes (stillbirth); liver, kidney and central nervous system problems."
3. Aqua Utilities response states that "persons who are concerned about levels of TTHM in their drinking water may decide to install an activated carbon filter at the point of use for drinking water, typically at the kitchen sink." This is not entirely accurate - the NPDWR identifies four alternate methods of TTHM corrections which should be implemented by Aqua Utilities: Air Stripping (aeration), Reverse Osmosis, Distillation and Ultra filtration. While it is true that Activated Carbon filters at Point of Use reduce suspected TTHM carcinogens - why should the Aqua Utility customer bear the burden of expense of installing additional filtration when there are four alternate methods of corrective actions available to the public utility??

4. Aqua Utilities states "the route of exposure (to the public water provided) is ingestion - and bathing or washing of clothes in water is not an issue based on the levels identified." This is not entirely accurate - the NPDWR also identifies inhalation and dermal adsorption as potential points of ingestion. Examples include shower mist, washing machine splash and recreational swimming pool activities to name a few - all points of water contact for consumers of the Aqua Utility product.
5. Statements in e-Mails regarding Aqua Utilities product pressure are subjective, however - if I were a company asking for a 300% price increase - I would go above and beyond the minimum acceptable standards as set forth by the Florida Department of Health and the Florida Department of Environmental Protection. Even though the water pressure limits are within acceptable standards of the local government - "good business practices" and "rule of reason" should be examined in regards to customer satisfaction.

In conclusion, there are three criteria used by the Public Service Commission used to justify rate increases by utilities (Rule 25-30.433(1) Florida Administrative Code "In every water and waste water rate case, the Commission is required to determine the overall quality of service provided by a utility in three separate components of water operations. The components are (1) quality of utility's product; (2) the operating conditions of the utility's plant and facilities and (3) the utility's attempts to address customer satisfaction. The rule further states that sanitary surveys, outstanding citations, violations and consent orders on file file with the Department of Environmental Protection and the County Heath Department over the preceding three year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints."

In my opinion, I respectively submit that Aqua Utilities has failed in all three areas of the required criteria for justification of a 300% increase to the customers in Chuluota, FL. Currently, our water bills approach $200 per month - are treble rates of $600 per month fair for the citizens of Seminole County, fair for the citizens of FL?? Clearly, Aqua Utilities is minimizing the TTHM issue, along with other consumer complaints in order to maximize company profits. Can Aqua Utilities identify where the additional 300% income revenue will be expensed in terms of improved product to the consumer? Can the Public Service Commission justify an out of state "Private-for-Profit" company taking advantage of customers in Chuluota, FL that have no recourse for alternate suppliers??? Please HELP - the citizens of Chuluota, Seminole County Florida are being victimized - we are requesting immediate assistance.

Also - there seems to be various "there's nothing we can do, contact the FL Public Service Commission" responses to my (our) requests - including an auto response from Governor Christ. I am stating here- as a matter of record, if there are any health issues regarding myself or my family that can be attributed to the product provided by Aqua Utility - I will seek the advice of an attorney in this matter and shall also consider Class Action Litigation in accordance with the other members of this community.

Should there be any question - or if you wish to contact me - please feel free to do so at the address and phone number listed below.

Joseph C. Gibbons
182 Velveteen Place
Chuluota, FL 32766-6022
(321) 299-7274
jgibbons@idexcorp.com

From: Merkt, Diane [mailto:dmerkt@seminolecountyfl.gov]
Sent: Wednesday, May 30, 2007 4:56 PM
To: Gibbons, Joe
Subject: FW: Aqua Utilities Response

FYI. Just received from the Environmental Health Coordinator at the Public Health Dept. in Seminole.

Diane Merkt for
Commissioner Bob Dallari
District 1
Board of County Commissioners
407-665-7215 ph
407-665-7958 fax

From: JohnW_Cochrane@doh.state.fl.us [mailto:JohnW_Cochrane@doh.state.fl.us]
Sent: Wednesday, May 30, 2007 4:41 PM
To: Merkt, Diane
Cc: Mike_Napier@doh.state.fl.us; JohnW_Cochrane@doh.state.fl.us; Joyce_Bittle@doh.state.fl.us; Denise_Ward@doh.state.fl.us; Gloria_Rivadeneyra@doh.state.fl.us; Anita_Sallas@doh.state.fl.us; Jeff.Prather@dep.state.fl.us; paul.morrison@dep.state.fl.us
Subject: Aqua Utilities Response

The attached is our response to public health issues identified in the emails sent for our review.
The Seminole County Health Department is available to help residents understand these issues if needed.
We are not subject matter experts in THM's but have access to those who are.
John W. Cochrane
Environmental Manager
Seminole County Health Department

-****Florida has a very broad Public Records Law. Virtually all written communications to or from State and Local Officials and employees are public records available to the public and media upon request. Seminole County policy does not differentiate between personal and business emails. E-mail sent on the County system will be considered public and will only be withheld from disclosure if deemed confidential pursuant to State Law.****-

-****Florida has a very broad Public Records Law. Virtually all written communications to or from State and Local Officials and employees are public records available to the public and media upon request. Seminole County policy does not differentiate between personal and business emails. E-mail sent on the County system will be considered public and will only be withheld from disclosure if deemed confidential pursuant to State Law.****-

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This e-mail is intended solely for the intended recipient or recipients. If this e-mail is addressed to you in error or you otherwise receive this e-mail in error, please advise the sender, do not read, print, forward or save this e-mail, and promptly delete and destroy all copies of this e-mail.

This email may contain information that is confidential, proprietary or secret and should be treated as confidential by all recipients. This e-mail may also be a confidential attorney-client communication, contain attorney work product, or otherwise be privileged and exempt from disclosure. If there is a confidentiality or non-disclosure agreement or protective order covering any information contained in this e-mail, such information shall be treated as confidential and subject to restriction on disclosure and use in accordance with such agreement or order, and this notice shall constitute identification, labeling or marking of such information as confidential, proprietary or secret in accordance with such agreement or order.

The term "this e-mail" includes any and all attachments.

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NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

For Aqua Utilities Florida Customers in Chuluota (PWS # 3590186)

The Chuluota water system routinely monitors for the presence of drinking water contaminants. Test results conducted during the past four quarters (that is the 2nd quarter 2006 through the 1st quarter 2007 showed that our system exceeded the U.S. Environmental Protection Agency (EPA) standard or maximum contaminant level (MCL), for total trihalomethanes (TTHMs). The MCL for TTHMs is 80 micrograms per liter (µg/L). The running annual average (RAA) level based on test results of the last four quarters was 153.3 µg/L. The table below shows the quarterly test results for TTHMs (second column) and the RAA (third column).

SAMPLE DATE	*TTHM (µg/L)*	*RAA (µg/L)*
Second Quarter 2006	*176.8*	*148.9*
Third Quarter 2006	*127.3*	*135.5*
Fourth Quarter 2006	*147.6*	*141.6*
First Quarter 2007	*161.5*	*153.3*

Although this is not an emergency, as our customer, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

What should I do? You do not need to use an alternative (e.g., bottled) water supply or boil your water. However, if you have specific health concerns, consult your doctor. Customers who are concerned about exposure to TTHMs can choose alternative sources of water (e.g. bottled water) or use a home water treatment device, such as a "flow through" pitcher, certified by NSF for reducing TTHMs. (Contact NSF at 1-800-673-6275 or http://www.nsf.org.)

What does this mean? This is not an immediate risk. If it had been, you would have been notified immediately. Disinfectants combine with naturally occurring organic and inorganic matter in water to form chemicals called disinfection byproducts (DBPs), including TTHMs. The EPA sets standards for controlling the levels of disinfectants and DBPs in drinking water. *Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys or central nervous system, and may have an increased risk of getting cancer.* It has been estimated by the EPA that harmful effects may be noticed if a person consumes 2 liters of water with TTHMs in excess of the standard on a daily basis for 70 years.

What happened? What is being done? When will the problem be corrected?

Aqua Utilities Florida submitted plans to the Florida Department of Environmental Protection (DEP) on December 11, 2006 to modify the disinfection process at the treatments plants to reduce the TTHMs. On March 12, 2007, the DEP issued a construction permit on to install the chloramine disinfection system to reduce the TTHMs. We will continue quarterly testing and will notify you of our progress and future results until the RAA is below the MCL.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please contact:

Responsible Person Patrick Farris	System Name Chuluota Water System	Aqua Utilities Florida (Street) P.O. Box 490310, Leesburg, FL. 34749
Phone Number (352) 787-0980	System PWSID # FL3590186	

Aqua Utilities Response
5/30/07
4:30 PM

The Seminole County Health Department has reviewed the material sent by Commissioner Dallari's ofiice at ~ 2:20 PM today and can make the following statements based on conversations with our Bureau of Drinking Water and the department's toxicologist. We are awaiting a call back from the Florida Department of Environmental Protection regarding the operational and regulatory requirements for this water system:

- Trihalomethanes at less than or equal to 80 micrograms per liter of drinking water pose no risk of cancer in humans.
- Trihalomethanes at twice the level of 80 micrograms per liter of drinking water **MAY** pose a slight increase in cancer risk over a lifetime of exposure assuming 2 liters of consumption per day but the threshold is not definitely defined.. Typically maximum contaminate levels set by the US EPA are many times lower than thresholds expected to cause human health effects.
- Persons who are concerned about the levels of Trihalomethanes in their drinking water may decide to install an activated carbon filter at the point of use for drinking water, typically at the kitchen sink. Activated carbon filters have been proven to effectively remove these contaminates. These filters will be National Sanitation Foundation approved for this use.
- The route of exposure is ingestion and therefore bathing or washing clothes in water is not an issue based on the levels identified.
- Statements in emails indicate that the drinking water pressure is at a minimum of 25 psi; Pressures at greater than or equal to 20 psi are considered by the Florida Department of Health and the Florida Department of Environmental Protection to be satisfactory. Pressures below this threshold require the issuance of **precautionary** boil/bottled water notices. Testing by the health department of the bacteriological water quality based on a recent complaint has been satisfactory.

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 31, 2007 9:58 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9385

Please add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 30, 2007 2:02 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9385

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Mark Ross
Telephone: 4074167027
Email: mark.ross@siemens.com
Address: 295 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Mark Ross
Account Number:
Address: 295 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I moved to my current address from the city of Oviedo which is 3 miles away. My water bill has increased by 500% (from $50/month to $250/month), not to mention the questionable water quality. I have been told by others that your organization has turned a blind eye to the inflated prices that Aqua Utilities charges for water/sewage service in this area. I would like to give you the benefit of the doubt that you are actually following your mission statement and ensuring that the community is receiving safe and afordable water. Please tell me what is being done to rectify this issue.

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060358-WS

RECEIVED FPSC
'07 MAY 31 AM 9:40
COMMISSION CLERK

Name JAMES WILSON

Address 4116 FAIRBANKS DR.

SUNNY HILLS, FL 32428

If you want to let the Public Service Commission know how you feel about this case you may fill out 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

I UNDERSTAND YOU HAVE MORE EXPENSES, BUT YOU UNDERSTAND MY INCOME DON'T ~~GO~~ INCREASE VERY MUCH EACH YEAR SO ALL YOUR INCREASES ARE PUTTING ME IN THE POOR HOUSE.

AND NO ONE GIVES A DAME ABOUT THE VERY PEOPLE THAT BROUGHT EVERYONE TO YOUR EASY LIFE.

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JAMES WILSON
4116 FAIRBANKS DR.
SUNNY HILLS, FL
32428

SMF BAY COUNTY
FL 324 2 T
30 MAY 2007 PM

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

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED
07 MAY 31 AM 9:38
COMMISSION
CLERK

Name Mrs. Cheryl Williams

Address 1416 Lake Bass Dr. Lake Worth, FL. 33461

Palm Beach County.

If you want to let the Public Service Commission know how you feel about this case,
you may fill out 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

Letter Attached.

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Ms. Cheryl Williams
1416 Lake Bass Dr.
Lake Worth, FL 33461-6111

WEST PALM BEACH
FL 5 L
29 MAY 2007 PM

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

32399-0850

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07 MAY 31 AM 7:46

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Dear Sirs,

As a resident of Lake Osborne Estates in Palm Beach County, I am writing to protest Aqua Utilities Florida, Inc.'s request to increase rates to our community. As I understand it:

1. AQUA is the middle man which supplies us with water that is pumped, treated, and distributed by the City of Lake Worth, and it is Lake Worth Utilities that is responsible for the maintenance, repair, and improvements to the distribution system that supplies AQUA with that water which comes to us. Since the City of Lake Worth maintains the water system, AQUA should not be allowed to increase their rates based on planned improvements in our area since they would not be the ones doing it, if such a plan was ever executed.
2. According to John M. Liharcik, COO for AQUA, absolutely no money of the $22 million spent by AQUA (since beginning operations in Florida in 2003) to improve water service has been spent on improvements to our neighborhood. And since the above (Paragraph 1) is true, non should be expected in the future. As well, there have been no upgrades or improvements to Lake Osborne Estates water supply lines in the last 20 years. No increases in rates should be granted on the basis of past improvements.
3. AQUA does not supply wastewater collection, treatment, or disposal to Lake Osborne Estates. We are on septic tanks, and so improvements to a non-existent wastewater system would be impossible. Each resident is responsible for the service of their own tank.
4. Another goal, that Mr. Liharick states, is to equalize rates in each county. Lake Osborne Estates is the only residential community that receives water from AQUA in Palm Beach County. We are a small community of approx. 450 modest homes built in the late 50's/early 60's where retirees and working families live. We are still suffering from hurricane damages, increased insurance rates, property taxes, etc..It is rediculous to think we could afford the cost of equalizing the rate for all of Palm Beach County. The proposed 600% increase should raise major flags to the PSC.

Please keep AQUA from this outrageous and unjustified increase to the Lake Osborne Estates community. Thank you. Respectfully Submitted, Mrs. Cheryl Williams

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Docket No 060368-WS

Name Eugene & Helen Pope

Address 245 Hermits Dr

Satsuma FL

RECEIVED-FPSC 07 MAY 31 AM 9:37 COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

This water is not fit to drink. There is even a notice that we have to check with a doctor on certain health problems. We have 2 filters on the outside to filter the whole house and another one on the faucets in the kitchen. The Toilets get a terrible slime on them if they are not cleaned every day. They are supposed to flush the line every month but they do not. We had to replace the line coming into the house because of bad water. Sometimes it smells like rotten eggs and other times like bleach. We buy drinking water as it is so bad.

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Cope
245 Hermits Dr
Satsuma FL 32189

FL 321 1 L
29 MAY 2007 PM

DISTRIBUTION CENTER
07 MAY 31

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

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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 31, 2007 9:24 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Aqua utilities docket 060368

Please add to docket file.

-----Original Message-----
From: Consumer Contact
Sent: Thursday, May 31, 2007 8:18 AM
To: Ruth McHargue
Subject: Aqua utilities docket 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 30, 2007 11:14 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 9397

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Steven Harrell
Telephone: 407-971-1455
Email: harrelsc@cfl.rr.com
Address: 384 Osprey lakes Circle Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Steven Harrell
Account Number:
Address: 384 Osprey lakes Circle Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
This is addressed to the public service commission who approved an 136% interim increase in our water/sewer rate for polluted water. We've been receiving notices from Aqua Utility that they are in violation of EPA standards since 1st Quarter 2005 to present. Are you out of your minds!!!! This will be the first of many complaints to the PSC idiots, Governors office, and Attorney Generals Office.

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Docket No 060368-WS

Name Ernest + Shirley Boese

Address 134 Magnolia St
Satsuma, Florida 32189

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Dear Sir/Ms:

We reside in a small retirement area and most people here live on a small pension.

The ridiculous proposed tremendous increase in rates will be another burden on the people here.

Every resident here is a very angry one!

The water supplied us has a very bad taste + oder and is unfit to drink etc.

The water mains here do not have any main flush hydrants anywhere in the system +

The system has never been flushed out the past 22 years we have lived here & its about time to correct it!!

You may feel free to call me if you want to here much more, one time we had no water for nine days when your pipe Broke in the street on a Public sand street!

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OTH ____

Fold and tape -- see back for address

Phone #
386-649-0747

DAYTONA BEACH
FL 321 1 T
29 MAY 2007 PM

USA FIRST CLASS FOREVER

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

Fold Here

DISTRIBUTION CENTER
07 MAY 31 AM 7:46

Tape

Fold Here

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 30, 2007 2:27 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: 060368

Please add to docket file 060368

-----Original Message-----
From: Webmaster
Sent: Wednesday, May 30, 2007 11:17 AM
To: Consumer Contact
Subject: RE: My contact

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 30, 2007 11:12 AM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:
Name: Dennis Leones
Company: self
Primary Phone: 863-859-1200
Secondary Phone: 863-859-1200
Email: Carbfoot@aol.com

Response requested? Yes
CC Sent? No

Comments:
There will be a meeting on June 13, 2007 at the Lakeland city hall for a hearing on a water raise for the general public. Since I will be out of town on this day, I want to give my comments on the hearings for Aqua Utilities. I feel we aren't paying enough for our water even though they raised our rates last month. They want another raise. I think Aqua Utilities should be given their request to raise our monthly payments as requested, which would be five times the amount we are paying now. I realize we are paying more for water in my area than any other area in the state but I'm sure Aqua Utilities has a very good reason why they should increase their rates. Maybe one of their reasons is they are trying to have the same profit level that Exxon does.

Now that I hope my sarcasm is understood, remember this, you probably do not live in my area and don't know anyone who does. but if you vote for any type of raise, may you pay double what I do.

Dennis Leones
6318 Doe Circle West
Lakeland, FL 33809
863-859-1200

CMP ____
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GCL 1
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RCA ____
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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 30, 2007 2:25 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: Docket number 060368

Please add to docket file 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 30, 2007 9:34 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9377

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Laura Carlisle
Telephone: 407-366-0829
Email: carlisle5@bellsouth.net
Address: 370 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Laura Carlisle
Account Number:
Address: 370 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I hope there is somebody out there that can help our community in our fight against the private water company, Aqua Utilities, from price gouging. All around us there are neighborhoods paying a quarter of what we pay for water. My bill this month is $217!!! This company is planning on doubling that in October! We never knew when we moved here that they we were going to have a private company taking care of our water needs. I've only known the county to do this. How can they be getting away with such price gouging when 2 minutes down the street in other neighborhoods they are paying $50-$60 a month! We tried to fight this 3 years ago and even went on television a few times, but to no avail. Now they're saying they plan on doubling this amount in months to come?!? We are all outraged! I hope you can advise us on where to go with this and I hope that this may not all be in vain. Thank you in advance for any help you may be able to give us.

PSC was contacted previously

CMP ____
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COMMISSIONERS:
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KATRINA J. MCMURRIAN
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STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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COMMISSION CLERK

Public Service Commission

May 29, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Jean L. Latrique
7 Rosalie Oaks Blvd.
Lake Wales, FL 33898

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Latrique:

Thank you for your letter dated May 1, 2007 regarding your property at Rosalie Oaks in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6844, or Troy Rendell at (850) 413-6934.

Sincerely,

Jared Deason
Regulatory Analyst IV

JD

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Lingo, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
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May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Oviedo	City of Oviedo City Hall City Council Chambers 400 Alexandria Blvd. Oviedo, FL 32765 **Contact:** Pam Vitale 407-971-5555		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

May 1, 2007

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07 MAY 25 AM 9:13
COMMISSION CLERK

To Whom It Concerns;

This letter is being written in referance to **Docket # 060368-WS** . We are opposed to the hardship that this suggested increase in our base utilities will impose on retired and fixed income residents of Rosalie Oaks. It is an unjust and unfair amount to request. Please do not allow private enterprises to place these burdens on our community, we respect that you are there to protect us from this unreasonable increase. A OVER 200% INCREASE WITHIN 1 YEAR SIMPLY CANNOT BE ABSORBED ON A FIXED INCOME.

Sincerely,

MR. JEAN-LUC M. LATRIQUE,
RESIDENT AT: 7 ROSALIE OAKS BLVD.
LAKE WALES - FLORIDA - 33898

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F.P.S.C.
CHAIRMAN EDGAR

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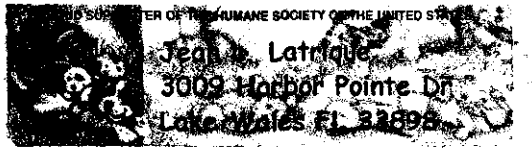

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STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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COMMISSION CLERK

Public Service Commission

May 29, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Carolann Downey
28017 Tammi Drive
Tavares, FL 32778

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Ms. Downey:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings to be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6844 or e-mail me at jdeason@psc.state.fl.us.

Sincerely,

Jared Deason
Regulatory Analyst IV

JD

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Edwards)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
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May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
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June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Oviedo	City of Oviedo City Hall City Council Chambers 400 Alexandria Blvd. Oviedo, FL 32765 **Contact:** Pam Vitale 407-971-5555		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

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07 MAY 25 AM 9:05
COMMISSION
CLERK

Attn: Kim
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Florida 32399-0870
Re: Aqua Utilities Docket 060368-WS

Dear Ms. Kim:
I am a resident of Unincorporated Lake County, Tavares, Florida and I am a concerned customer of Aqua Utilities Docket 060368-ws.

I am a retired senior citizen on a fixed income. I feel the proposed rate increase is both unfair and unjustified to the residents of Venetian Village.

Aqua Utilities rates seem to be much higher than neighboring rates.

Sincerely,

Carolann Downey

Carolann Downey
28017 Tammi Dr
Tavares, Florida 32778

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07 MAY 29 AM 9:33
DOCUMENT MANAGEMENT

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COMMISSIONERS:
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MATTHEW M. CARTER II
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NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 29, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

Mr. Harlan A. Paulsen
20 Rosalie Oaks Boulevard
Lake Wales, Florida 33898

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear:

Thank you for your letter dated May 11, 2007 regarding your property at Rosalie Oaks in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

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If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6844, or Troy Rendell at (850) 413-6934.

Sincerely,

Jared Deason
Regulatory Analyst IV

JD

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Lingo, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

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June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

DISTRIBUTION CENTER

07 MAY 15 AM 7:29

HARLAN A PAULSEN

20 ROSALIE OAKS BLVD

LAKE WALES, FL 33898

RECEIVED-FPSC

07 MAY 15 AM 10:03

COMMISSION CLERK

May 11, 2007

TO WHOM IT MAY CONCERN.

WE ARE PROTESTING THE PROPOSED RATE INCREASE IN THE WATER AND SEWER RATES THAT AQUA UTILITIES HAS APPLIED FOR WITH THE FLORIDA PUBLIC SERVICE COMMISSION. 'DOCKET #060368-WS'

THIS IS A VERY UNREASONABLE RATE INCREASE FOR ANYONE TO ACCEPT. IT WILL BE VERY DIFFICULT FOR MANY OF US TO REMAIN IN OUR HOMES WITH THIS OUTRAGEOUS INCREASE IN OUR UTILITY BILL.

PLEASE DENY THIS PETITION

Sincerely,
HARLAN A PAULSEN

Harlan A Paulsen

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OTH _____

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

RECEIVED FPSC
07 MAY 30 AM 11:53
COMMISSION CLERK

Public Service Commission

May 29, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

Mr. Jim McGannon
107 Rosalie Oaks Boulevard
Lake Wales, Florida 33898

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. MsGannon:

Thank you for your letter dated May 11, 2007 regarding your property at Rosalie Oaks in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6844, or Troy Rendell at (850) 413-6934.

Sincerely,

Jared Deason
Regulatory Analyst IV

JD

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Lingo, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Oviedo	City of Oviedo City Hall City Council Chambers 400 Alexandria Blvd. Oviedo, FL 32765 **Contact**: Pam Vitale 407-971-5555		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

Refers to Docket #
#060368 WS 5-11-07
To all of you.

ORIGINAL

DISTRIBUTION CENTER
07 MAY 15 AM 7:27

Vote No on Aqua Utilities Rate
in Crease from $30.00 a month
to 122.00 for water & Sewer

~~Increase~~ Rate effective 4-12-07 $58.03 which
is way to much.

My Grandmother always told
me if you can't be anything else
You can be clean, because soap
is cheap & water is Free.

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Jim McGannon
107 Rosalie Oaks Blvd
S.K. Wales Fl 33898

07 MAY 16 AM 10:12
RECEIVED FPSC
07 MAY 15 AM 10:03
COMMISSION CLERK

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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COMMISSION CLERK

Public Service Commission

May 29, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

Frank & Barbara Hilbourn
109 Baron Avenue
Interlachen, FL 32148

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. & Mrs. Hilbourn:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

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less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

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If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6844, or Troy Rendell at (850) 413-6934.

Sincerely,

Jared Deason
Regulatory Analyst IV

JD

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Lingo, Reiger)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

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June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

May 11, 2007

DISTRIBUTION CENTER
07 MAY 15 AM 7:28

RECEIVED-FPSC
07 MAY 15 AM 10:03
COMMISSION CLERK

Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Reference: Docket No. 060368-WS

Gentlemen:

We totally disagree with the request by Aqua Utilities for a 200%+ monthly base facility charge increase. There have been no improvements made, that we can see, in the Palm Shores (Interlachen Lakes Estates) area that justify such an increase.

The St. Johns Water Management District has been doing a lot of advertising trying to get people to cut water consumption. It seems to us that if the goal is to cut water consumption, then it would be better to put any approved increase on just the price per gallon and not on the base rate.

Aqua is entitled to a fair rate but going from $10.25 to $34.17 a month for the base rate plus also charging a 50%+ higher per gallon rate is not fair or justified.

We have discussed this with many of our neighbors and most are very upset by this proposed rate increase.

We appreciate your consideration of our concerns.

Sincerely,

Frank Hilbourn

Frank Hilbourn

Barbara Hilbourn

Barbara Hilbourn

07 MAY 16 AM 10:12

109 Baron Avenue
Interlachen, Florida 32148

Cc: Palatka Daily News

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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COMMISSION CLERK

Public Service Commission

May 29, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mrs. Ada R. Storms
1780 July Court
Chipley, Florida 32428

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mrs. Storms:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

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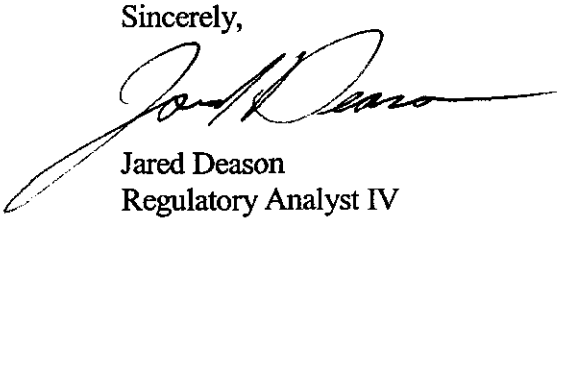
I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6844 or e-mail me at jdeason@psc.state.fl.us.

Sincerely,



Jared Deason
Regulatory Analyst IV

JD

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Edwards)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 MAY 24 AM 9:45
COMMISSION CLERK

Name Ada Rose Storms

Address 1780 July Ct.
Chipley Fl. 32428

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

07 MAY 24 PM 3:20
DIVISION OF ECONOMIC REGULATION

RECEIVED
CONSUMER ADVISORY SERVICE

CONSUMER COMMENTS

Water usage rates are too high. The sewer costs twice the amount as the water
We are Seniors with a set income. How much more do you think a family can endure. The last time this issue came up, you sided with the Company and I am sure it will happen again.

Ada Rose Storms

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Fold and tape -- see back for address

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
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07 MAY 30 AM 11:53
COMMISSION CLERK

Public Service Commission

May 29, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Martha Vroma
1745 Salem Dr.
Chipley, FL 32428-2920

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Ms. Vroma:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

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Sincerely,

Jared Deason
Regulatory Analyst IV

JD

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Edwards)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

Application for a Rate Increase in ORIGINAL
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 MAY 25 PM 3:46
COMMISSION CLERK

Name Martha F. Vroma

Address 1745 Salem Dr.

Chipley, FL 32428 Sunny Hills

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

The Water is to High now, any more would break the people, I'm now on a fixed income which I find in very hard to pay the Water & Sewer bill!

07 MAY 29 AM 9:52

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape -- see back for address

Docket # 060368

Phone #
352-793-2166

RECEIVED FPSC

07 MAY 30 AM 10:05

COMMISSION CLERK

Ruth Mc Hargue

I hope you can help us with Aqua Utilities Florida, Inc - 762 W Lancaster Ave
Bryn Mawr, Pa.
19010-3489

Our rates have increased so much people are going to move cant pay water bill -
I take one bath a week - Sponge bath the rest of the week - Flush the potty 2 times a day - Wash my husband clothes once a week (He was in a bad accident 9-11-06 suffers from brain damage) I bring his clothes home to wash because he is in rehab - I wash my clothes 2 a month - Sorry to ramble -

Every one in "The Wood" are so upset.
The water is not fit to drink read what's in it. I have to buy bottled water every week - extra cost to me -
Water smells awful sometimes - Brown, Sand sometimes it yellow -
We called and Filed a protest Rate increase this week - If you can help, you will be our angel. Thank you for your help.

Mary Lindsay

CMP ____
COM ____
CTR ____
ECR ✓
GCL ✓
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

AQUA

Service To:
JOE LINDSEY
11552 COUNTY ROAD 678
WEBSTER, FL 33597-7617
Lot: 1190365 Block:

Account Number
000885309 0628805
THE WOODS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
April 24, 2007	**$ 51.07**	**May 16, 2007**

Meter Data

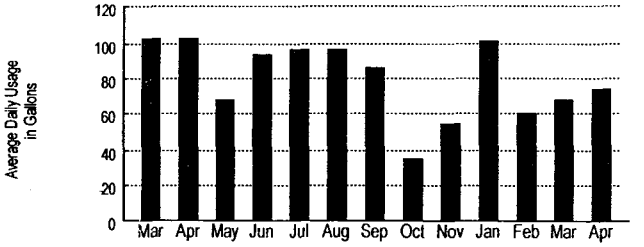
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426117	5/8	04/12/07	31	Actual	402700	2,300	Gallons
		03/12/07		Actual	400400		

Average Daily Usage = 74 Gallons Total Days: 31 Total Usage: 2,300 Gallons

Billing Detail

Amount Owed from Last Bill	$ 45.80
Total Payments Received	45.80
Balance	**0.00**
Current Water Charges	24.74
Current Sewer Charges	26.33
Amount Due 05/16/07	**$ 51.07**

Water Usage History



Read Types: ■ **Actual** ☐ **Estimated** ☐ **Customer**

RECEIVED

Message Center

1336564

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6600347 PAP-515-A-0 REV 01/07

AQUA

Service To:
JOE LINDSEY
11552 COUNTY ROAD 678
WEBSTER, FL 33597-7617
Lot: 1190365 Block:

Account Number
000885309 0628805
THE WOODS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
March 15, 2007	**$ 45.80**	**April 06, 2007**

Meter Data

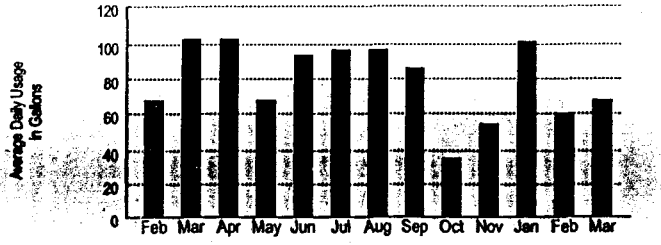
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426117	5/8	03/12/07	28	Actual	400400	1,900	Gallons
		02/12/07		Actual	398500		

Average Daily Usage = 67 Gallons Total Days: 28 Total Usage: 1,900 Gallons

Billing Detail

Amount Owed from Last Bill	$ 45.80
Total Payments Received	45.80
Balance	**0.00**
Water Base Facility Charge	16.40
1,900 gallons @ $0.00309 per gallon	5.87
Current Water Charges	22.27
Sewer Base Facility Charge	15.74
1,900 gallons @ $0.0041 per gallon	7.79
Current Sewer Charges	23.53
Amount Due 04/06/07	**$ 45.80**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ■ **Customer**

3-25-07

Message Center

1336564

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6600347
PAP-515-A-0
REV 01/07

Service To:

AQUA

Service To:
JOE LINDSEY
11552 COUNTY ROAD 678
WEBSTER, FL 33597-7617
Lot: 1190365 Block:

Account Number
000885309 0628805
THE WOODS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 15, 2007	**$ 118.95**	**June 06, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
97426117	5/8	05/10/07	28	Actual	404800	2,100	Gallons
		04/12/07		Actual	402700		

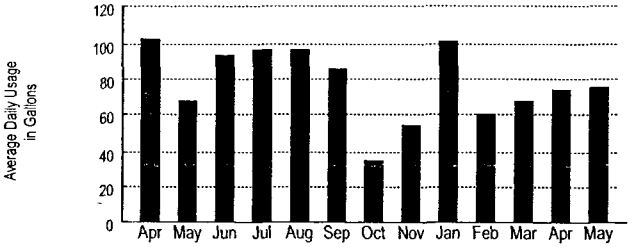
Average Daily Usage = 75 Gallons

Total Days: 28 Total Usage: 2,100 Gallons

Billing Detail

Amount Owed from Last Bill	$ 51.07
Total Payments Received	51.07
Balance	**0.00**
Current Water Charges	59.98
Current Sewer Charges	58.97
Amount Due 06/06/07	**$ 118.95**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Washed My Trailer

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- Aqua Utilities Florida is pleased to provide you with your annual Water Quality Report. If you do not receive a copy of the report by early July and would like to receive a free copy, please call 1.877.WTR.AQUA during business hours. Or visit us at www.aquautilitiesflorida.com to see your report.

Can't drink water & have kidney problems -

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

For Aqua Utilities Florida Customers in The Woods Water System

The Woods water system routinely monitors for the presence of drinking water contaminants. Test results from monitoring conducted during the past four quarters, through the fourth quarter 2006, showed that our system exceeded U.S. Environmental Protection Agency (EPA) standards, or maximum contaminant levels (MCLs), for total trihalomethanes (TTHM) and for haloacetic acids (HAA5). The MCL for TTHM is 80 micrograms per liter (ug/L), and the MCL for HAA5 is 60 ug/L. Compliance with the MCLs is based on a four-quarter running annual average (RAA), and the TTHM and HAA5 sampling results are summarized in the table below:

Parameter	RAA results (ug/L)	MCL (ug/L)
TTHM	103	80
HAA5	92	60

Although this is not an emergency, as our customer you have a right to know what happened, what you should do, and what we are doing to correct this situation.

What should I do? You do not need to use an alternative (e.g., bottled) water supply or boil your water. However, if you have specific health concerns, consult your doctor. Customers who are concerned about exposure to TTHMs can choose alternative sources of water (e.g. bottled water) or use a home water treatment device, such as a "flow through" pitcher, certified by NSF for reducing TTHMs. (Contact NSF at 1-800-673-6275 or http://www.nsf.org.)

What does this mean? This is not an immediate risk. If it had been, you would have been notified immediately. Disinfectants combine with naturally occurring organic and inorganic matter in water to form chemicals called disinfection byproducts (DBPs), including TTHMs. The EPA sets standards for controlling the levels of disinfectants and DBPs in drinking water. *Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer. Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.*

What happened? What is being done? When will the problem be corrected?
Aqua Utilities Florida is currently working with an engineering firm to design improvements to the water treatment facility. As soon as the design is completed a permit application will be submitted to Florida Department of Environmental Protection. We expect to have the treatment facility improvements completed in 2007. Meanwhile, we will continue quarterly testing and will notify you of future results until compliance is achieved.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please contact:

Responsible Person Patrick Farris	System Name The Woods	System Address (Street) CR 576
Phone Number (352) 787-0980	System PWSID # FL6600347	System Address (City, State, Zip) Webster, FL 33597

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN SUMTER COUNTY, FLORIDA BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in December 1995, and this is the Utility's first rate request since acquiring these systems in August 2003. Since then, the Utility will have invested nearly $150,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of approximately $1,000 per customer. The upgrades include rehabilitating sand filters at the water treatment plant to improve water quality. For your wastewater system, the Utility is replacing deteriorating pipe that carries waste from collection points in the system to the sewage treatment plant. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and Sumter County's Clark Maxwell Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Clark Maxwell Library
1405 CR 526-A
Sumterville, Florida 33585
Phone: 352.568.3074

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – June 20, 2007 at 10:00 a.m. and 6:00 p.m., at the West Pasco Government Center, County Commission Board Room (Suite 160), 7530 Little Road, New Port Richey, Florida 34654, and June 27, 2007 at 10:00 a.m. and 6:00 p.m., at the Mount Dora Community Center Auditorium, 520 Baker Street, Mount Dora, Florida 32756.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

THE WOODS MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 16.40	$ 42.97	$ 32.72
	Present Rates	**Interim Rates**	**Proposed Final Rates**
Total consumption	$ 3.09	$ 8.10	
< 6,001 (Residential)			$ 8.67
Over 6,000 (Residential)			$ 10.83

THE WOODS MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 15.74	$ 38.12	$ 40.22
	Present Rates	**Interim Rates**	**Proposed Final Rates**
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	$ 4.10	$ 9.93	$ 17.80

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. The Utility has requested a change in its Allowance for Funds Prudently Invested (AFPI) Charges as part of its rate request. The Commission will be reviewing the Utility's AFPI Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

Mary Lindsey
11552 CR 678
Webster, Fl. 33597

Tracking
#736806C

Ruth McHargue
c/o Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Fl. 32399-0850

UNITED STATES POSTAL SERVICE

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U.S. POSTAGE
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BUSHNELL, FL
33513
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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED FPSC
07 MAY 30 AM 10:06
COMMISSION CLERK

Name Mr + Mrs Charles B. Sagotz

Address 107 Iron Ave

Interlachen Florida 32148 (Palm Shores Mobile Home Park)

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Aqua Utilities:

Please add our complaint to what must assuredly be a long list of complaints and objections to your proposed water rates - your water service is very good + we appreciate that, but most people in this area are elderly retirees that just can't stretch our incomes any further - The increase you've stated at your meeting at the St Johns Water Management Bldg. Palatka would be so very difficult for Seniors to absorb into our budgets - We are 84 yr old Seniors that would appreciate your help in this important matter

Thank you very much

Martha M. Sagotz

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Fold and tape -- see back for address

Mr + Mrs C. B. Sagely
107 IRON AVE
INTERLACHEN FL
32148

DAYTONA BEACH
FL 321 1 L
24 MAY 2007 PM

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

32399+0850

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07 MAY 29 AM 7:44

Tape

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ORIGINAL

Application for a Rate Increase in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 050366-WS

RECEIVED-FPSC
07 MAY 30 AM 10:04
COMMISSION CLERK

Name Paul S Webb

Address 1757 Randolph Dr

Sunny Hills Fl. 32428 - (Washington County)

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

To whom this may concern
I have been living here all together about 10 years. In that time I have seen broken water mains & leaks at Hoses sticking out of the ground that goes unatended. as for the broken or cracked water mains I Have Never been asked to boil my water befor drinking or cooking.
So why should we pay extra for their neglect
I do not feel like they should raise our bill and make it more difficult to pay for our water service
They are making it hard for people who are poor or on fixed incomes. We are just trying to survive

Sincerly a worried Customer
Paul S Webb

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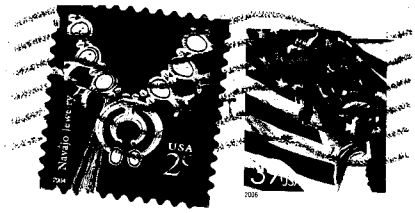
Fold and tape -- see back for address

Paul Webb
1757 Randolph Dr
Sunny Hills Fl 32428

GMF BAY COUNTY
FL 324
29 MAY 2007 PM



DISTRIBUTION CENTER
07 MAY 30 AM 7:19

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

32399+7019

Fold Here

Tape

Fold Here

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 30, 2007 9:03 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: Docket 060368

Attachments: FAX.TIF

Please add attached fax to the above docket.

From: Consumer Contact
Sent: Wednesday, May 30, 2007 8:46 AM
To: Ruth McHargue
Subject: FW: , 1 page(s)

To CLK - Docket 060368

From: NET SatisFAXtion
Sent: Wednesday, May 30, 2007 8:05 AM
To: Consumer Contact
Subject: , 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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  Received On:       5/30/2007 8:03 AM
  Number of Pages:   1
  From (CSID):
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:00:49
  Transfer Speed:    14400

  Received Status:   Success
  Number of Errors:  0
  Port Received On:  RockForceOCTO+ Port 6
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FAX.TIF (33 KB)

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Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name Brenda Obert

Address 4502 Hancock Court

Sunny Hills Florida 32428

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I am a single person. My water bill for this month is $121.73. We have had no rain in this area. I have had to water my fruit trees and grass to keep them from completely dying. I am paying for water I do use and for sewer use that I don't use. How honest do you really think that is? Now Aqua Utilities wants me to pay even more for sewer use that I do not use. I think considering how much I have to pay for something I do not use, Aqua Utilities has been paid good. Also I buy water to drink. At times the water has a awful smell and also, at times it is OK. Our community is getting more and more frustrated with this water/sewage situation. Washington County is not an effluent area. This water/sewage situation is causing a lot of people to think the only solution

Fold and tape – see back for address!

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, May 29, 2007 3:16 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: Docket file 060368

add to docket file

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, May 29, 2007 1:17 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9366

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Laura Carlisle
Telephone: 407-366-0829
Email: carlisle5@bellsouth.net
Address: 370 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Laura Carlisle
Account Number:
Address: 370 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I want to know how Aqua Utilities can get away with their price gouging!! We have no other choice, which means we have to take it. All around us there are houses paying $50 - $60 for water. My water this month was over $200! I have a 4 bedroom and 2.5 baths with an above ground pool (nobody even uses it). I've had all this before and only living a few minutes from here, yet my water has tripled and quadrupled before my very eyes! How come nobody is helping us? We've been on the news several times and nothing has been done. Now Aqua Utilities is going to double what they charge now! I can't move, so what is your solution?

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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, May 29, 2007 3:13 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: Docket file

Attachments: FAX.TIF

Please add attached fax to docket file.
Thanks,
Ruth

From: Consumer Contact
Sent: Tuesday, May 29, 2007 1:34 PM
To: Ruth McHargue
Subject: FW: , 1 page(s)

To CLK for docket 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: , 1 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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  Number of Pages:   1
  From (CSID):
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:00:48
  Transfer Speed:    14400

  Received Status:   Success
  Number of Errors:  0
  Port Received On:  RockForceOCTO+ Port 6
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FAX.TIF (31 KB)

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 080366-WS

Name William and Sherrie Trotter

Address 4506 Hancock Court
Sunny Hills, FL 32428

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0609. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

My husband and I are renting a home in Sunnyhills with an option to buy. Our water bill is already as much as our light bill. This has been playing a big part on our decision. There is not even a way to determine how much sewage we use besides the meter of intake of water. Well if this is the case as we were told by Aqua Utilities, then when I wash our vehicles or water my garden, why should I pay for sewage I am not using? If it needed upgrades when bought, then it should have been put in the contract and the price you bought it for reduced for those upgrades. Water and sewage in Sunny Hills outrageous and the water does not even taste good. We have to use filters as it is. Should i charge you for that?

Fold and tape -- see back for address

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, May 29, 2007 2:50 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: Docket file 0606368

Add to docket file.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, May 25, 2007 4:55 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9345

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: Emilio Ramos
Telephone: (863)859-5897
Email: eramos.51@verizon.net
Address: 5614Driftwood Dr. Lakeland 33809

BUSINESS INFORMATION

Business Account Name: Emilio Ramos
Account Number: 0009042730646782
Address: 5614Driftwood Dr. Lakeland Florida 33809

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I have recieved a another legal notice about a hearing on increase utilities servive Ihave explained I cannot be Present at the hearing but here are some of my comments There have been no improvments in this area only repair and maintance. there is no fire hydrant in this area and it is my understanding that by state law and fire marshal regulation that there should be a fire hydrant covering one thousnd feet in each direction. Insurance companies penalize us for no fire hydrant in the area. Also my water bill has increased $32.00 more than what the bill use to be. Thank You

- Emilio Ramos

PSC was contacted previously

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ORIGINAL

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Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, May 29, 2007 2:49 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Docket #060368-WS

Please add to docket file

From: Gary Schwerdt [mailto:gschwerdt@cfl.rr.com]
Sent: Friday, May 25, 2007 5:42 PM
To: Consumer Contact
Subject: Docket #060368-WS

As a resident of Osprey Lakes in Chuluota, FL, I recently received a notice of hearing on a proposed rate increase from Aqua Utilities.

The current water quality provided by Aqua Utilities is far below reasonable standards. So far below, in fact, that I'm shocked to learn that the PSC would entertain raising rates that are already exhorbitant, especially when the quality of water is not fit for human consumption or for bathing.

Here's an interesting observation you might consider related to the quality of the water. When you wash your car with this stuff, there's so much residual particulate in the water that the car is covered in paste once it dries. And we're supposed to drink this stuff? And pay ultra-premium rates?

Residents here will not tolerate an increase. It is unacceptable to continue funding such poor water service, or to have us fund new attempts to raise the quality of water. If we were currently under reasonable rates, it might be more understandable. But under the exhorbitant rate structure now in place, any sane-minded individual would ask how the utility was granted such a ridiculuously high rate in the first place --- much less consider granting a rate hike, or to accept the poor quality of the water.

If the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory, then the current rates are a complete failure of the Commission's charter.

To state that the determination of appropriate rates for service is based on the use of a rate of return methodology as set forth in Chapter 367, Florida Statutes, does nothing to address the quality of water received via that methodology. The PSC states that the "staff performs a thorough analysis and solicits customer comments for consideration." Can we really have faith in this "thorough analysis" when it's the same process that brought us to the current dilemna of sky high prices and muck-low quality?

Given the crisis we have already with our water, raising rates in exchange for better quality seems implausible.

Please add my name to your interested persons list so that I can receive all public documents related to this matter. Thank you very much.

Gary Schwerdt

ORIGINAL

060368-WS

DISTRIBUTION CENTER
07 MAY 29 AM 7:34

RECEIVED FPSC
07 MAY 29 AM 9:40
COMMISSION CLERK

27942 Tammi Drive
Tavares, FL 32778
May 25, 2007

AQUA Utilities, Florida
762 W. Lancaster Ave
Bryn Mawr, PA 19010-3489
Attention: Management

Re: Irregular billing

Dear Sir/Ms

This is to call to your attention that you are double billing in an irregular cycle. Why?

I mailed my April check (dated 5-6-07 for $69.18 due April 16) before the due date. You then billed me for that amount plus $89.87. (Total $159.05 due June 1, 2007)

You sent me the second statement as due for a total of $159.05 by June 1, 2007.

This seems to me to be double billing, plus it appears that we are delinquent. I want a written explaination of what you are doing to your customers with this type of billing.

Also, we used less water but were charged more for the second bill. We are aware that you are asking the Florida Public Service Commission to double our water rate as well as to double our wastewater rate.

Please explain how you are able to double bill and the irregular billing system you are using. This also happened a few months back. When I called the toll free number to inquire, a man told me to ignore one bill. Many people in our area are on fixed incomes.

Frankly, you are causing me to distrust you and I have concern for we consumers. I look forward to an explaination. I also request Florida Public Service Commission look into this matter. Thank you.

Respectfully,
Harold F Miller
Sue T. Miller
Harold F. and Sue T. Miller

CC: Florida Public Service Commission Docket # 060368-WS

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ORIGINAL

MAY 24, 2007

RECEIVED-FPSC
07 MAY 29 AM 8:38
COMMISSION CLERK

RE. APPLICATION For increase Water and WASTE WATER RATES in POLK COUNTY, FLA. BY AQUA UTILITIES FLA., INC.

DOCKET No. 060368-WS

Dear FLA. Public Service commission members:

I AM A FULL Time Resident OF LAKE ROSALIE OAKS Subdivision. I AM Retired And my wife And I Are Living OFF Social security And A SMALL Pension. My wife And I both TAKE A LOT OF very expersive medicines And it is hard To make ends meet Now. A RATE increase OF This magnitude would REALLY STRAIN out budget.

I don't Know where They spent ALL This money As I have seen very LITTLE work going on. I sure have NOT seen ANY pipes Replaced.

We sincerely hope you will deny This increase or AT LEAST Lower it.

L.F Hines
42 Rosalie OAKS Blvd
LAKE WALES, FL.
33846

Sincerely
L. F. Hines

CMP
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GCL 1
OPC
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OTH

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED FPSC 07 MAY 29 AM 9:39 COMMISSION CLERK

Name Vickie Boyle

Address 101 St. Johns Ct.
Satsuma, Fl. 32189

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I am a resident of Hermits Cove. Thank-you for the opprotunity to voice my opinion. I opposs any more water fees being charged. Myself and most neighbors are Senior citizens live on a minimally income. The water fees rising, along with other enomical growth burden of taxes, have stressed us out financially. It appears a few dollars here shouldnt make a difference to anyones budget. But let me assure you; as a disabled person I have three expendable dollars a month to last until next months check. Are the price-rise fair to already finanically challenge people like myself. NO! And I opposs any price rise! Plus (it) the water isnt fit to Drink!

Vickie Boyle

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SEC ____
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Fold and tape -- see back for address

Vickie Boyle
101 St. Johns Ct.
Satsuma, Fl.
32189

DAYTONA BEACH
FL 321 1 L
25 MAY 2007 PM

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

32399-0850

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07 MAY 29 AM 7:37

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED FPSC
07 MAY 29 AM 9:38
COMMISSION CLERK

Name Karen & Richard Sims
Address 415 Cove Dr
Satsuma FL 32189

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Water quality is very poor. We buy spring water to drink and have a filter on our water. The water has a bad odor and taste. I don't like the fact that there is arsenic in the water according to the water company's own report. A fed water cost should stay the same. For what we are getting it is too high. We can not afford higher water prices plus buy good drinking water. We have had to boil water many times too. The water rates just went up. Why another one? Water pressure is not good here. We can not afford another increase in water rates. Also the rate you are asking is too much. We are not getting an ~~actual~~ actual water reading every time.

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SEC ____
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Fold and tape -- see back for address

Richard Sims
415 Cove DR
Satsuma FL 32189

DAYTONA BEACH
FL 321 1 T
25 MAY 2007 PM

USA POSTCLASS FOREVER

DISTRIBUTION CENTER
07 MAY 29 AM 7:43

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

32399+0850 C001

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Application for a Rate Increase in ORIGINAL
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach Pasco
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED FPSC
07 MAY 25 PM 3:46
COMMISSION CLERK

Name Martha F. Vroma

Address 1745 Salem Pl.

Chipley, Fl. 32428 Jerry Hills

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

The Water is to High now, any more would break the people, I'm now on a fixed income which I find in very hard to pay the Water & Sewer bill.

CMP
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Fold and tape -- see back for address

Martha Vroma
1745 Salem Dr.
Chipley, FL 32428-2920

GMF BAY COUNTY
FL 324 2 L
24 MAY 2007 PM

DISTRIBUTION CENTER
07 MAY 25 AM 7:42

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

32399+0850

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RECEIVED-F
07 MAY 25 AM 11:
COMMISSION CLERK

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 25, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06319-07
DISTRIBUTION

Victor Gagne
114 Velvet St.
Interlachen, FL 32148

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Gagne:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

Staff is aware of the customers' concerns over quality of service. The Commission will consider all quality of service issues when making its decision in this rate case. Pursuant to Rule 25-30.433(1), Florida Administrative Code:

The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operations: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Staff is currently working closely with the Department of Environmental Protection concerning these issues and will address them in its recommendation to the Commission.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6844, or Troy Rendell at (850) 413-6934.

Sincerely,

Jared Deason
Regulatory Analyst IV

JD

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Lingo, Reiger)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

Application for a Rate Increase i

ORIGINAL

Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

RECEIVED-FPSC

Aqua Utilities Florida, Inc.

07 MAY 23 AM 11:24

DOCKET NO. 060368-WS

COMMISSION CLERK

07 MAY 23 PM 3:35

Name

Mr. Victor Gagne
114 Velvet St
Interlachen, FL 32148

Address

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Agree with popular belief about H_2O taste.

Palm Shores in Interlachen has 220 property owners — nothing new has been installed by you in last 10 years —

I believe your making a proper profit at our area —

Due to oil increase etc I believe that a 2.7 % increase would be acceptable —

ADDRESSED TO AQUA

CMP
COM
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GCL 1
OPC
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SCR
SGA
SEC
CTH

Fold and tape – see back for address

RECEIVED-FPSC
07 MAY 25 AM 11:50
COMMISSION CLERK

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 25, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Robert F. Jordan
1314 Noble Court
Leesburg, FL 34788-7631

Re: **Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368**

Dear Mr. Jordan:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings to be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial

paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

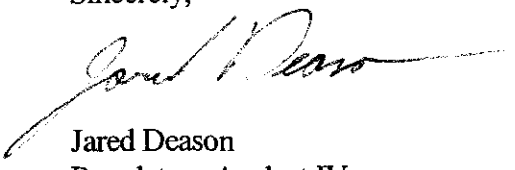
There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6844 or e-mail me at jdeason@psc.state.fl.us.

Sincerely,



Jared Deason
Regulatory Analyst IV

JD

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Edwards)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Oviedo	City of Oviedo City Hall City Council Chambers 400 Alexandria Blvd. Oviedo, FL 32765 **Contact:** Pam Vitale 407-971-5555		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

DISTRIBUTION CENTER
07 MAY 23 AM 11:52

RECEIVED FPSC
07 MAY 23 AM 11:24
COMMISSION CLERK

07 MAY 23 PM
DIVISION OF ECONOMIC REGULATION

22 MAY 07

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Re: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.
The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely

Robert F. Jordan

NAVY LEAGUE

Mr. Robert F. Jordan
1314 Noble Court
Leesburg, FL 34788-7631

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GCL 1
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OTH ____

THESE PROPOSED CHANGES AND INCREASES DESCRIBED HERE-IN CERTAINLY DO NOT FOLLOW ANY GUIDE LINES FOR COST-OF-LIVING ADJUSTMENTS. THESE PROPOSELS ARE OUTRAGEOUS.

RECEIVED-FPSC
07 MAY 25 AM 11:50
COMMISSION CLERK

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 25, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Don Soule
391 Velveteen Place
Chuluota, FL 32766

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Soule:

Thank you for your letter dated May 16, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings to be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

Staff is aware of the customers' concerns over quality of service. The Commission will consider all quality of service issues when making its decision in this rate case. Pursuant to Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operations: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary

surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Staff is currently working closely with the Department of Environmental Protection concerning these issues and will address them in its recommendation to the Commission.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

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I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6844 or e-mail me at jd@psc.state.fl.us.

Sincerely,

Jared Deason
Regulatory Analyst IV

JD

cc: [redacted]
Division of Economic Regulation (Devlin, Willis, Rendell, Walden)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

Docket # 060368

RECEIVED-FPSC
07 MAY 22 PM 3:26
COMMISSION CLERK

FLORIDA DEPARTMENT of STATE

CHARLIE CRIST
Governor

KURT S. BROWNING
Secretary of State

07 MAY 23 PM 3:35
ECONOMIC REGULATION

May 14, 2007

Mr. Don Soule
391 Velveteen Place
Chuluota, Florida 32766

Dear Mr. Soule:

Thank you for your faxed letter dated May 12, 2007. Unfortunately, the Florida Department of State does not have jurisdiction in matters of this nature. Therefore, we are forwarding your letter to the Public Service Commission for a response. You may contact this agency at 800-342-3552 or online at contact@pcs.state.fl.us. The address is:

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

I hope this information proves helpful.

Sincerely,
Department of State
Office of the Secretary

/dmc

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
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SGA
SEC
OTH

RECEIVED
MAY 16 2007
Florida Public Service Commission
Division of RCA

R. A. Gray Building • 500 South Bronough Street • Tallahassee, Florida 32399-0250
Telephone: (850) 245-6500 • Facsimile: (850) 245-6125
www.dos.state.fl.us

SUE COBB
SECRETARY OF STATE
850-245-6125

RECEIVED
07 MAY 14 PM 4:35
SECRETARY OF STATE
TALLAHASSEE, FLORIDA

5-12-07

My NAME is DON Soule AND I Live AT 391 VELVETEEN PLACE CHULUOTA FLORIDA 32766. I have LIVED IN Seminole COUNTY AT 3 DIFFERENT ADDRESSES FOR 15 YEARS TOTAL.

My WATER AND Sewer BILL has NEVER AVERAGED MORE THAN $45.00 A MONTH UNTIL I MOVED INTO THE AQUA UTILITIES SECTION OF Seminole COUNTY. Now my WATER + Sewer Bill AVERAGES $122.00 A MONTH, 3 TIMES MORE THAN IN THE OTHER 2 LOCATIONS, OVIEDO + WINTER SPRINGS. NOW AQUA UTILITIES WANTS TO RAISE OUR BASE RATE $100.00 A MONTH, TO 5 TIMES MORE THAN ANYWHERE ELSE IN Seminole COUNTY. PLUS WE HAVE RECIEVED NOTICE THAT OUR WATER IS BAD, TOXIC!

I FIND IT HARD TO BELIEVE THAT YOU, THE FLORIDA GOVERNMENT, WOULD ALLOW, IN FACT choose, TO LET THIS Happen. PLEASE PROTECT US. PLEASE GIVE US A choice, PLEASE TELL ME WHAT ELSE I CAN DO TO BE ABLE TO STOP DRINKING TOXIC WATER. ALL I ASK IS FOR REASONABLE PRICING AND SAFE WATER, LIKE YOU HAVE.

RECEIVED
MAY 16 2007
Florida Public Service Commission
Division of RCA

Don Soule
407 970-9006

RECEIVED-FPSC
07 MAY 25 AM 11:50
COMMISSION CLERK

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 25, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

Rhonda Iles
1657 Sunny Hills Blvd.
Chipley, FL 32428

Re: **Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368**

Dear Ms Iles:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists

examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,

Jared Deason
Regulatory Analyst IV

JD

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Edwards)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

ORIGINAL

Application for a Rate Increase
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 MAY 22 AM 9:07
COMMISSION CLERK

Name Rhonda Iles

Address 1657 Sunny Hills Blvd
Chipley, Florida 32428

07 MAY 23 AM 11:31
DIVISION OF ECONOMIC REGULATION

RECEIVED FLORIDA PUBLIC SERVICE COMMISSION

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

my water is too high; if you want to keep your grass and flowers alive you have to (may) water. My last bill was $128.50 for water and sewer. We shouldn't be penalized because we don't have a septic tank which lowers others bill. It's ridicious what I have to pay for water! Bill month before was $88.01. Also its not fair to pay for water and sewer when none is being used when you are out of town. A base charge - There should be some rebate or a compensation if you chose to have a well put in. water or let your grass die - I have a pur water filtration because of the taste of the water. Way too High!!! Should not be Raised too High Now

CMP ___
COM ___
CTR ___
ECR 1
GCL 1
OPC ___
RCA ___
SCR ___
SGA ___
SEC ___
OTH ___

Fold and tape -- see back for address

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

RECEIVED FPSC
07 MAY 25 AM 11:50
COMMISSION CLERK

Public Service Commission

May 25, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

John Mazzerle
7117 SW archer Road, Lot #2802
Gainesville, FL 32608

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Mazzerle:

Thank you for your letter dated May 5, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

Staff is aware of the customers' concerns over quality of service. The Commission will consider all quality of service issues when making its decision in this rate case. Pursuant to Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operations: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Staff is currently working closely with the Department of Environmental Protection concerning these issues and will address them in its recommendation to the Commission.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial

paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

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If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Jared Deason
Regulatory Analyst IV

JD

cc: Office of Commission Clerk

Division of Economic Regulation (Rendell, Lingo, Reiger)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

ORIGINAL

DISTRIBUTION CENTER
07 MAY -8 AM 7:31
RECEIVED-FPSC
07 MAY -8 AM 9:23
COMMISSION CLERK

May 5, 2007

Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

RE; Docket No. 060368-WS

Director,

This letter is in strong objection to the requested rate increases at Arredondo Farms Mobile home Community, by Aqua Utilities Florida, Inc., located in Alachua County, Gainesville, Florida.

Aqua Utilities Florida, Inc. claims there have been no increases in the water and waste water base rate since 1995 and that this is the Utilities first rate request since 2003. I believe records will show there has been small increases since 1995.

We have lived in this community since 1997 and have seen no improvements to the water or waste water systems during that time. We had to install a whole house water softener in 1998 in order to drink and use the water due to the extreme hardness of the water (calcium). Service was needed on our dishwasher in 1998 because of a calcium clogged supply line. Until the water softener was installed, we could not even make iced tea because of the scum that formed on the surface. There has been many instances of decreased water pressure in homes in this community due to clogged lines and in some cases, no water pressure at all.

Last month, some water meters were replaced and a new remote reading system installed at the meter. Aqua Utilities might call this an improvement but in reality it is only an improved method of reading the meters from the street from a vehicle and a cost of doing business for the company. It should not be a line item charged back to the customer as improvement.

We are have included an attachment showing our actual water bills (less taxes) for March 2006 through April 2007 showing charged gallons used and waste water. We have also compared the same usage for the interim increase rates and the proposed rate increase. As you can see, for the same amount of usage, the interim rates show an increase of $204.00 per year and the proposed rate indicates an increase of $655.00 yearly. That is ridiculous ! Gainesville Regional Utilities runs across the front of this property and the water rates alone would be half of the present rate of Aqua Utilities.

Thank you for any consideration you find in this matter. We look forward to the hearing in Gainesville on May 16, 2007.

John Mazzerle
Marilyn A Black

John Mazzerle
Marilyn A Black
7117 SW archer Road, Lot #2802
Gainesville, Florida 32608

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

07 MAY 22 PM 3:36
ECONOMIC REGULATION

			[redacted]					[redacted]			
	Gallons	Base	Water	Base	Sewer	Total	Base	Water	Base	Sewer	Total
			@2.35		@3.50			@4.20		@10.95	
February											
March	3,000	$13.85	$7.05	$15.30	$10.68	$46.88	$22.49	$12.60	$21.12	$32.85	$89.06
April	4,000	$13.85	$9.40	$15.30	$14.24	$52.79	$22.49	$16.80	$21.12	$43.80	$104.21
May	3,000	$13.85	$7.05	$15.30	$10.68	$46.88	$22.49	$12.60	$21.12	$32.85	$89.06
June	4,000	$13.85	$9.40	$15.30	$14.24	$52.79	$22.49	$16.80	$21.12	$43.80	$104.21
July	7,000	$13.85	$16.45	$15.30	$24.92	$70.52	$22.49	$29.40	$21.12	$76.65	$149.66
August	4,000	$13.85	$9.40	$15.30	$14.24	$52.79	$22.49	$16.80	$21.12	$43.80	$104.21
September	2,000	$13.85	$4.70	$15.30	$7.12	$40.97	$22.49	$8.40	$21.12	$21.90	$73.91
October	3,000	$13.85	$7.05	$15.30	$10.68	$46.88	$22.49	$12.60	$21.12	$32.85	$89.06
November	5,000	$13.85	$11.75	$15.30	$17.80	$58.70	$22.49	$21.00	$21.12	$54.75	$119.36
December	5,000	$10.62	$11.75	$15.30	$14.20	$51.87	$22.49	$21.00	$21.12	$54.75	$119.36
January	4,100	$13.85	$9.64	$15.30	$14.60	$53.39	$22.49	$17.22	$21.12	$44.90	$105.73
January	1,600	$32.78	$3.76	$36.21	$5.70	$78.45					
February	5,500	$9.23	$12.93	$10.20	$16.61	$48.97	$22.49	$23.10	$21.12	$60.23	$126.94
March	3,100	$13.85	$7.29	$15.30	$11.04	$47.48	$22.49	$13.02	$21.12	$33.95	$90.58
April	2,700	$13.85	$6.35	$15.30	$9.61	$45.11	$22.49	$11.34	$21.12	$29.57	$84.52
			$352.80		$441.67	[redacted]		$547.54		$902.31	[redacted]
Interim Rates			@3.01		@5.05						
March	3000	$17.71	$9.03	$21.69	$15.15	$63.58					
April	4000	$17.71	$12.04	$21.69	$20.20	$71.64					
May	3000	$17.71	$9.03	$21.69	$15.15	$63.58					
June	4000	$17.71	$12.04	$21.69	$20.20	$71.64					
July	7000	$17.71	$21.07	$21.69	$35.35	$95.82					
August	4000	$17.71	$12.04	$21.69	$20.20	$71.64					
September	2000	$17.71	$6.02	$21.69	$10.10	$55.52					
October	3000	$17.71	$9.03	$21.69	$15.15	$63.58					
November	5000	$17.71	$15.05	$21.69	$25.25	$79.70					
December	5000	$17.71	$15.05	$21.69	$25.25	$79.70					
January	4100	$17.71	$12.34	$21.69	$20.71	$72.45					
February	5500	$17.71	$16.56	$21.69	$27.78	$83.73					
March	3100	$17.71	$9.33	$21.69	$15.66	$64.39					
April	2700	$17.71	$8.13	$21.69	$13.64	$61.16					
			$414.69		$583.43	[redacted]					

RECEIVED
07 MAY 25 AM 11:50
COMMISSION CLERK

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 25, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Denise Lingenfelter
483 Granite Circle
Chuluota, FL 32766

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mrs. Lingenfelter

Thank you for your letter dated May 16, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings to be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

Staff is aware of the customers' concerns over quality of service. The Commission will consider all quality of service issues when making its decision in this rate case. Pursuant to Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operations: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the

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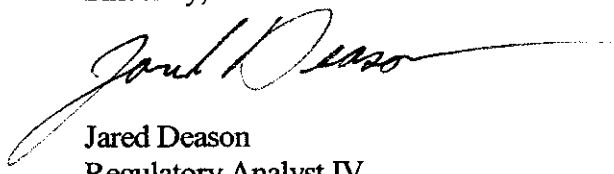
I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6844 or e-mail me at jd@psc.state.fl.us.

Sincerely,



Jared Deason
Regulatory Analyst IV

JD

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Walden)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

Docket # 060368

07 MAY 22 PM 3:26
COMMISSION CLERK

Denise Lingenfelter
483 Granite Circle
Chuluota, FL 32766
386-846-2418 (cell)
407-977-2243 (home)
deeling@cfl.rr.com

07 MAY 23 PM 3:35
ECONOMIC REGULATION

May 16, 2007

To whom it may concern,

There will be a meeting held on June 26,2007 that is to be about tripling the amount of our water bill!! It seems that we are only talking about the new homes in Chuluota. The people on the next street over from us are paying an average of $50.00 a month for water service now! We pay an average of $150.00 per month!!! What is the reason for that? Why? Now they want to raise it!! Not just a little but almost triple what we are paying now? $400.00 a month for water that has contaminants?!! Water that we don't even drink! Can't drink!!! I do not even like to bathe in the water or wash my clothes in it, because the scent lingers on you and your clothes! I use more scented products now because I have to mask the smell of the water!!

How can these people do this to us?! Is this legal?! Unfortunately we don't have a choice in the matter because they are the ONLY water company servicing the area!!!

They have us by the balls!! There must be something we can do together to stop the raping of the people in our area!! Please help us!

Thank You, Brett and Denise Lingenfelter

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
CPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

RECEIVED
MAY 2007
Florida Public Service Commission
Division of RCA

FLORIDA DEPARTMENT *of* STATE

CHARLIE CRIST
Governor

KURT S. BROWNING
Secretary of State

May 16, 2007

Ms. Denise Lingenfelter
483 Granite Circle
Chuluota, Florida 32766

Dear Ms. Lingenfelter:

Thank you for your faxed letter dated May 16, 2007, unfortunately, the Florida Department of State does not have jurisdiction in matters of this nature. Therefore, we are forwarding your letter to the Public Service Commission for a response. You may contact this agency at 800-342-3552 or online at contact@pcs.state.fl.us. The address is:

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

I hope this information proves helpful.

Sincerely,
Department of State
Office of the Secretary

/dmc

RECEIVED
MAY 17 2007
Florida Public Service Commission
Division of RCA

R. A. Gray Building • 500 South Bronough Street • Tallahassee, Florida 32399-0250
Telephone: (850) 245-6500 • Facsimile: (850) 245-6125
www.dos.state.fl.us

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

RECEIVED
07 MAY 25 AM 11:50
COMMISSION CLERK

Public Service Commission

May 25, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

William & Beverly LeMaster
16 Rosalie Oaks Blvd.
Lake Wales, FL 33898

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. & Mrs. LeMaster:

Thank you for your letter dated May 1, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility

system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6844, or Troy Rendell at (850) 413-6934.

Sincerely,

Jared Deason
Regulatory Analyst IV

JD

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Lingo, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

DISTRIBUTION CENTER
07 MAY -8 AM 7:32

William I. LeMaster
16 Rosalie Oaks Blvd.
Lake Wales, FL 33898

1 May 2007

RECEIVED-FPSC
07 MAY -8 AM 9:23
COMMISSION CLERK

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

We feel we need to protest this excessive increase in the present water and sewer rates. We realize an increase is necessary from time to time, but an increase of over 220% is a hardship for us on a fixed income. Our cost of living increase is on the order of a mere 3% and this does not come close to keeping up with today's expenses.

As you are well aware the insurance rates have increased by 50% at least and property taxes continue to climb. Gasoline continues to cost more each time we filll up and higher fuel prices are reflected in higher food costs and all living essentials.

We ask you to please consider these things and **not** allow the increase as requested by Aqua Utilities.

Yours truly
William I. LeMaster
Beverly C LeMaster
William and Beverly LeMaster.

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

07 MAY 22 PM 3:36
FLORIDA PUBLIC SERVICE COMMISSION
ECONOMIC REGULATION

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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2007 MAY 25 AM 11:50
COMMISSION CLERK

Public Service Commission

May 25, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Merceta Ambrose
4930 SW 70th Terrace
Gainesville, FL 32608

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Ms Merceta Ambrose:

Thank you for your letter dated May 20, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

Staff is aware of the customers' concerns over quality of service. The Commission will consider all quality of service issues when making its decision in this rate case. Pursuant to Rule 25-30.433(1), Florida Administrative Code:

The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operations: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Staff is currently working closely with the Department of Environmental Protection concerning these issues and will address them in its recommendation to the Commission.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial

paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6844, or Troy Rendell at (850) 413-6934.

Sincerely,

Jared Deason
Regulatory Analyst IV

JD

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Lingo, Reiger)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED - FPSC
07 MAY 23 AM 11:24
COMMISSION CLERK

Name MERCETA Ambrose

Address 4930 SW 70th Terr
Gainesville FL 32608

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

07 MAY 23 PM 3:35

CONSUMER COMMENTS

Attached letter

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Fold and tape -- see back for address

May 20, 2007

Re: Aqua Utilities Florida, Inc. Docket No. 060368-WS

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0850

Dear Florida Public Service Commission,

I attended the public hearing Wednesday, May 16, 2007 at 6:00pm concerning the rate hike proposed by Aqua Utilities Florida, Inc. I am in agreement with the problems that the residents presented at the hearing, but am concerned also with the low level of customer service that they provide and with the condition of the underground potable water pipes that are old and in disrepair.

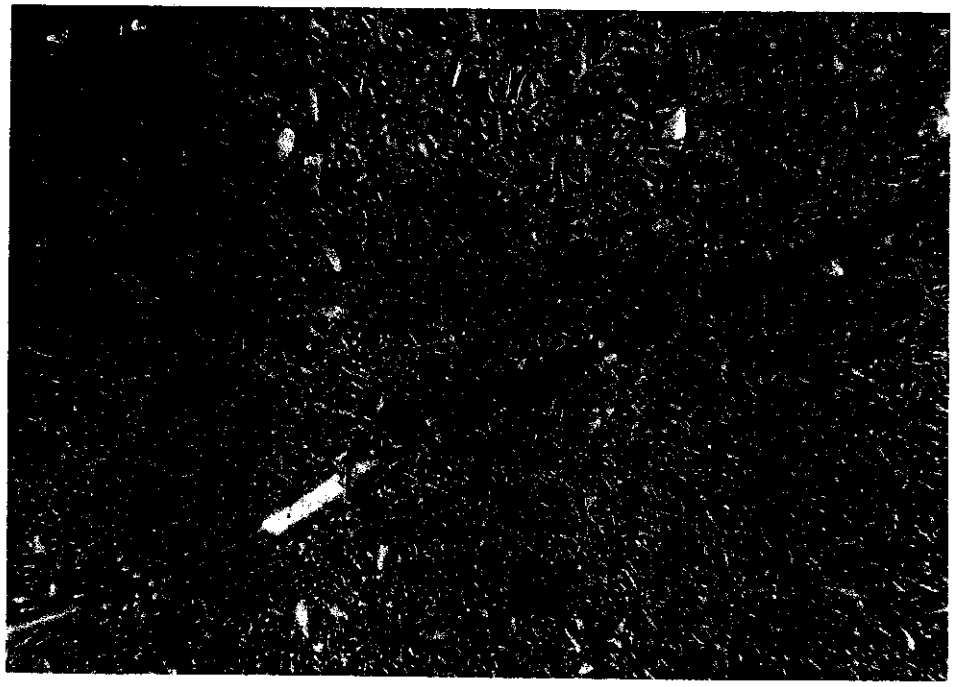
Case in point is the **attached photograph** that shows 5 separate splices on an approximately 8 foot section of waterline from my backyard that sprung a high pressure water leak for over 30 days before they would repair it, resulting in excessive flooding and erosion in mine and my neighbors backyard.

Aqua Utilities Florida, Inc. has done few repairs on their underground pipe systems in the past. Obviously payments made to them haven't gone to improve the condition of underground pipes as the photograph clearly shows.

Sincerely,

Merceta Ambrose

Merceta Ambrose
4930 SW 70th Terrace
Gainesville, Fl. 32608



COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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COMMISSION CLERK

Public Service Commission

May 25, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Thomas Dillon
131 Palm Trail
East Palatka, FL 32131

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Dillon:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

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If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6844, or Troy Rendell at (850) 413-6934.

Sincerely,

Jared Deason
Regulatory Analyst IV

JD

cc: Division of the Commission Clerk and Administrative Services
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Reiger)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

RECEIVED-FPSC

Aqua Utilities Florida, Inc.

07 MAY 23 AM 11:24

DOCKET NO. 060368-WS

COMMISSION CLERK

07 MAY 23 PM 3:35

Name Thomas Dillon

Address 131 Palm Trail

East Palatka FL 32131

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

CONSUMER COMMENTS

I would like to go on record as against the proposed rate increase. I understand the need to raise rates from time to time, however, the proposed rate increase is outrageous. The proposed rate increase will triple our water/sewer bill. We already pay $125.00 a month. This increase will raise our rates to approx. $375.00 a month. That is much more than our electric bill! We only have 2 people living full time in our house and we don't ever water our lawn from "Aqua" water. This is too much!

Again, I would understand a slight increase in water/sewer rates to reflect inflation but the proposed increase is wrong.

Please say "no" to this request!

Thomas Dillon

Fold and tape – see back for address

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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COMMISSION CLERK

Public Service Commission

May 25, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

Mike Flynn
5 Rosalie Oaks Blvd.
Lake Wales, FL 33898

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Flynn:

Thank you for your letter dated May 1, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

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Sincerely,

Jared Deason
Regulatory Analyst IV

JD

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Lingo, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

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May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
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June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

May 1, 2007

RECEIVED-FPSC
07 MAY 23 AM 11:24
COMMISSION
CLERK

To Whom It Concerns;

This letter is being written in referance to **Docket # 060368-WS** . We are opposed to the hardship that this suggested increase in our base utilities will impose on retired and fixed income residents of Rosalie Oaks. It is an unjust and unfair amount to request. Please do not allow private enterprises to place these burdens on our community, we respect that you are there to protect us from this unreasonable increase.

Sincerely,

Mike & Robin Flynn

Flynn
5 Rosalie Oaks Blvd.
Lk Wales, Fl

07 MAY 23 PM 3:35
DIVISION OF
ECONOMIC REGULATION

CMP ____
COM ____
CTR ____
ECR ___|___
GCL ___|___
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

ORIGINAL

May 1, 2007

RECEIVED FPSC 07 MAY 25 AM 9:13 COMMISSION CLERK

To Whom It Concerns;

This letter is being written in referance to **Docket # 060368-WS** . We are opposed to the hardship that this suggested increase in our base utilities will impose on retired and fixed income residents of Rosalie Oaks. It is an unjust and unfair amount to request. Please do not allow private enterprises to place these burdens on our community, we respect that you are there to protect us from this unreasonable increase. A OVER 200% INCREASE WITHIN 1 YEAR SIMPLY CANNOT BE ABSORBED ON A FIXED INCOME.

Sincerely,

MR. JEAN-LUC M. LATRIQUE,
RESIDENT AT: 7 ROSALIE OAKS BLVD.
LAKE WALES - FLORIDA - 33898

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MAY 24 2007
F.P.S.C.
CHAIRMAN EDGAR

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PROUD SUPPORTER OF THE HUMANE SOCIETY OF THE UNITED STATES

Jean L. Latrique
3009 Harbor Pointe Dr
Lake Wales FL 33898

ORIGINAL

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07 MAY 25 AM 9:05
COMMISSION
CLERK

Attn: Kim
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Florida 32399-0870
Re: Aqua Utilities Docket 060368-WS

Dear Ms. Kim:
I am a resident of Unincorporated Lake County, Tavares, Florida and I am a concerned customer of Aqua Utilities Docket 060368-ws.

I am a retired senior citizen on a fixed income. I feel the proposed rate increase is both unfair and unjustified to the residents of Venetian Village.

Aqua Utilities rates seem to be much higher than neighboring rates.

Sincerely,

Carolann Downey

Carolann Downey
28017 Tammi Dr
Tavares, Florida 32778

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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 24, 2007 11:57 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: 060368

Please add to docket file.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 23, 2007 8:19 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9324

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Jean Curran
Telephone: 407-971-3426
Email: flpacker@aol.com
Address: 525 Yellow Tail Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Thomas Curran
Account Number: 0009031020645673
Address: 525 Yellow Tail Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Reference: Docket # 060368-WS, Service area: Chuluota, FL

Aqua Utilities has submitted a petition requesting approval for an increase in our water rates that will triple my water bill! We are already paying the highest rates for water in Seminole County. To add insult to injury, I have received 2 notices from Aqua Utilities in the past 4 months, stating that our drinking water has contaminants that exceed the EPA's maximum contaminant level for total trihalomethanes, a cancer-causing agent.

My husband is active duty Army, and was transferred to Virginia 9 months ago. I have been trying to sell our house, so that my daughter and I can move up there to be with him. We have lost 2 potential buyers due to the water issues referenced above. I personally don't blame them for not wanting to buy a house with contaminated drinking water and outrageous water bills. The house is only 2 1/2 years old, and beautiful, but who's going to buy it if the monthly water bills are $300+ a month and the water is bad?????????? I will not be able to afford those bills (if they go through), and I won't be able to sell the house.

Please tell me what I can do to prevent Aqua Utilities from sticking it to us homeowners in Chuluota!

Thank you very much for your attention to this matter.

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SEC ____
OTH ____

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 24, 2007 11:55 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: 0606368

060368 -

Please add docket file

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 23, 2007 8:12 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 9323

Complaint filed with PSC

Select County: SUMTER
CUSTOMER INFORMATION

Name: Maggie Bowen
Telephone: 352-568-3353
Email: ghancockc@embarqmail.com
Address: 11582 County Road 678 Webster 33597

BUSINESS INFORMATION

Business Account Name: Maggie Bowen
Account Number: 000885325 0628820
Address: 11582 County Road 678 Webster Fl 33597

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
The water bills are too high for the quality of water recieved! Waste or sewer charges are usually the same amount of water used when there isn't a meter to monitor waste water. Also, we have been told long term drinking of the water can cause many health issue's. Please look into the water problem for the community of Woods Subdivision. The majority of people in the neighborhood cant afford the water prices.

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 MAY 24 AM 9:45
COMMISSION CLERK

Name Ada Rose Storms

Address 1780 July Ct.

Chipley Fl. 32428

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Water usage rates are too high. The sewer costs twice the amount as the water
We are Seniors with a set income. How much more do you think a family can endure. The last time this issue came up, you sided with the Company and I am sure it will happen again.

Ada Rose Storms

CMP
COM
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ECR 1
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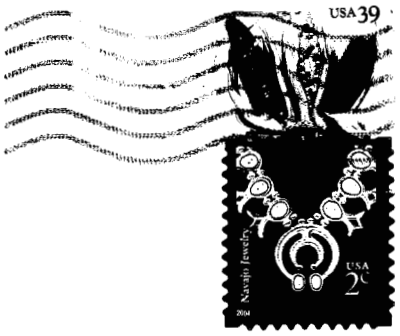
Fold and tape -- see back for address

Mrs. Ada R. Storms
1780 July Ct.
Chipley, FL 32428

GMF BAY COUNTY
FL 324 2 T
23 MAY 2007 PM



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

32399+0850

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DISTRIBUTION CENTER
07 MAY 24 AM 8:03

Tape

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COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
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NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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07 MAY 23 PM 4:53
COMMISSION CLERK

Public Service Commission

May 22, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Paul Hunter
1215 Loch Rannoch Court
Leesburg, FL 34788

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Hunter:

Thank you for your letter dated May 10, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings to be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous

rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings, Surveillance and Tax

CRBB:jd

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Edwards)
Office of General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

Rate Case

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Oviedo	City of Oviedo City Hall City Council Chambers 400 Alexandria Blvd. Oviedo, FL 32765 **Contact**: Pam Vitale 407-971-5555		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

060368-WS

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07 MAY 16 AM 10: 20
COMMISSION CLERK

RECEIVED
MAY 14 2007
Florida Public Service Commission
Division of RCA

10 May 2007

TO: Govenor Charlie Christ
PL 05 The Capitol
Tallahassee Florida 3399-0001

FROM: Paul Hunter
1215 Loch Rannoch Court
Leesburg, Fl 34788

SUBJ: Proposed Water Rate Increase
Aqua Utilities Florida Inc.

We received notice of a 31.3% rate increase in the middle of April which has already been accepted by the Florida Public Service Commission. The notice included a proposed final rate increase of 116% to take effect sometime in October. We have been hit with two increases in assessed home value of 3% in the last two years as well as increases in home insurances. Since we live in a condominium the increases in all these items affect our condo fees as well. We are retired on fixed incomes so it is apparent that we shall no longer be able to live in Florida which we have done for over twenty years.

I have written to the Aqua Utilities on two occasions with no response whatever. It appears they have been given a blank check by the politicians and the P.S.C. The attitude in Florida seems to be growth at any price. Please use your influence to moderate Aqua Utilities demands.

Yours, truly

Paul Hunter

Paul Hunter

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FLORIDA PUBLIC SERVICE COMMISSION
07 MAY 18 PM 1: 38
DIVISION OF REGULATION

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Copies: Scottish Highlands
✓ Public Service Commission

H Mr. Paul Hunter
1215 Loch Rannoch Ct
Leesburg, FL 34788

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
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STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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COMMISSION CLERK

Public Service Commission

May 22, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Lloyd H. Bailey, Sr.
1649 Selkirk Drive
Lessburg, Florida 34788

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Bailey:

Thank you for your letter dated May 4, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings to be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used

for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance and Tax

CRBB:jd

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
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June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

RECEIVED-FPSC
07 MAY 16 AM 9:59
COMMISSION
CLERK

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

RECEIVED
FLORIDA PUBLIC SERVICE
COMMISSION
07 MAY 18 PM 1:32
DIVISION OF
ECONOMIC REGULATION

R: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.
The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely

Lloyd H. Bailey
Carolyn Bailey

Lloyd H. Bailey Sr.
1649 Selkirk Dr.
Leesburg, FL 34788

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ECR 1
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COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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COMMISSION CLERK

Public Service Commission

May 22, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Margaret Kipp
81 Rosalie Oaks Boulevard.
Lake Wales, FL 33898

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mrs. Kipp:

Thank you for your letter dated May 4, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

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for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

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I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings, Surveillance and Tax

CRBB:jd

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Oviedo	City of Oviedo City Hall City Council Chambers 400 Alexandria Blvd. Oviedo, FL 32765 **Contact**: Pam Vitale 407-971-5555		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

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07 MAY 16 AM 9:59
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07 MAY 18 PM 1:32
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DIVISION OF ECONOMIC REGULATION

Mrs. Margaret Kipp
81 Rosalie Oaks Blvd.
Lake Wales, FL 33898
May 4, 2007

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL ~~3239908~~ 32399 0807

Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

I am a widow lady who is concerned about the request for rate increase on our water and sewer bills. I am upset that such a request of over 220% would even be considered. I heard it was because of the recent maintenance done on the sewer lines down our street. That must have cost an awful lot of money, but you know, nobody else pays for the maintenance on my car when I need to have it done. I am having my neighbor type this out for me so I can express my opinion . I just don't know how in the world I can pay that kind of bill along with my electric and still buy groceries. I just want you to know that I am against the approval of such an increase.

I am asking you to please consider these things and **not allow such an increase as requested by Aqua Utilities.**

Sincerely,
Margaret Kipp

Mrs. Margaret Kipp

K Mrs Margaret Kipp
81 Rosalie Oaks Blvd
Lake Wales, FL 33898-8404

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COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
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STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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Public Service Commission

May 22, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Kevin Langworthy
4172 Chanllenger Blouevard
Chipley, Florida 32428

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Mr. Langworthy:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists

examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings, Surveillance and Tax

CRBB:jd

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Edwards)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

Application for a Rate Increase in ORIGINAL

Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC 07 MAY 16 AM 9:59 COMMISSION CLERK

RECEIVED FLORIDA PUBLIC SERVICE COMMISSION 07 MAY 18 PM 1:32 DIVISION OF ECONOMIC REGULATION

Name Kevin Langworthy

Address 4172 Challenger Blvd, Chipley Florida, 32428

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

In my opinion, I do not believe that a rate increase is prudent at this time. I do not believe that the number of households are in place in Sunny Hills to support this increase.

The burden of proof is upon the utility to show that its present rates are unreasonable, fail to compensate the utility for its prudently incurred expenses and fail to produce a reasonable return on its investment. I am requesting that the commission and public council closely scrutinize what Aqua Utilities Florida (AUF) claims to be prudently incurred expenses. It is the opinion of this resident that AUF has merely updated antiquated and failing equipment through routine maintenance and mandated compliance issues. AUF knew what condition this system was in when they purchased it back in 2004 and they knew what size the customer base was. AUF also knew that updates to any of the equipment in the first five (5) years after purchase would have been factored into the purchase price of this utility and should not have been a reason for a rate increase.

I would also like for the commission and public council to investigate during its discovery period, any obligations whether contractual or otherwise, that AUF has to or with Deltona Corporation (sub-divider/developer of Sunny Hills) with regard to new utility lines within the sub-division. Questions I feel that need answered are, but not limited to;

A) Is AUF obligated to purchase new water and sewer lines that Deltona Corporation installs?

B) Is this the reason, in whole or in part, why AUF is requesting a rate increase?

C) If so, what is the re-payment amount percentage to Deltona Corporation?

D) Is this the number that is getting plugged into the figure that AUF is claiming as costs and upgrades?

E) Are there any other areas where AUF may have inflated or misrepresented the numbers to reach the financial threshold requirements needed for approval consideration.

I feel that the cost of all system upgrades and compliance issues should be the sole burden of AUF and shouldn't be factored into a rate increase until there are enough households online to support such an increase. Presently, according to their math, there are approximately 715 customers online. I would suggest a threshold of at least 2,500 customers online within the Sunny Hills boundaries before a rate increase should be considered. I would also like to commission to consider the amount being requested. Most AUF customers in Sunny Hills are working families or have fixed incomes. The amount of this request will place an undue hardship on many, if not most, of the residents who are already paying a water/sewer rate that is higher than most of the surrounding areas. Thank You.

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Fold and tape - see back for address

COMMISSIONERS:
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KATRINA J. MCMURRIAN
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(850) 413-6900

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Public Service Commission

May 22, 2007

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Mary L. Lahners
1233 LK. Jsophine Drive
Sebring, Florida 33875-6454

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Ms. Mary L. Lahners:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings to be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

Staff is aware of the customers' concerns over quality of service. The Commission will consider all quality of service issues when making its decision in this rate case. Pursuant to Rule 25-30.433(1), Florida Administrative Code:

The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operations: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding

3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Staff is currently working closely with the Department of Environmental Protection concerning these issues and will address them in its recommendation to the Commission.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

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within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance and Tax

CRBB:jd

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

DIVISION OF THE COMMISSION CLERK
AND ADMINISTRATIVE SERVICES
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0870

DIRECTOR: ORIGINAL RE: DOCKET 060368-WS

DEAR SIR:

IN THE TWENTY FIVE YEARS I HAVE BEEN A CUSTOMER OF FIRST OWNER, PUGH UTILITIES AND NOW FLA. AQUA UTILITIES, WATER SYSTEM, THERE HAS BEEN A MINOR PROBLEM, NAMELY, A STRONG ODOR AND TASTE OF CHLORINE, BUT I UNDERSTAND IS USED BECAUSE OF COUNTY REGULATION, SO NO REAL PROBLEM; UNTIL NOW.

HOME CONSTRUCTON IN OUR AREA HAS CREATED THE NEED FOR MORE WATER, THUS AQUA SOURCE IS ASKING FOR A RAISE IN BASE RATE FOR IMPROVEMENTS.

A RAISE FROM $9.11 TO $28.82 IS TOO MUCH, SO I SUGGEST THE INTERIM RATE $12.44, COUPLED WITH A SUBSTANIAL HOOKUP FEE TO NEW CUSTOMERS, WOULD BE MORE REALISTIC.

SINCERELY,

Mary L. Lahners

1233 LK. Josephine Drive
Sebring, FL 33875-6454

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Ms. Mary L Lahners
1233 Lake Josephine Dr
Sebring, FL 33875-6454

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STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 22, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
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Vera Murhee
24 Rosalie Oaks Blulevard
Lake Wales, Florida 33898

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mrs. Murhee:

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I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings, Surveillance and Tax

CRBB:jd

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
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RATE CASE

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Mrs. Vera Murhee
24 Rosalie Oaks Blvd.
Lake Wales, FL 33898

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL 3239908

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COMMISSION
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DIVISION OF
ECONOMIC REGULATION

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I am asking you to please consider these things and **not allow such an increase as requested by Aqua Utilities.**

Sincerely,

Vera E. Murhee

Mrs. Vera Murhee

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OTH ____

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May 22, 2007

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☐ Administrative ☐ Parties ☑ Consumer
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Sharon C. Huey
P.O. Box 140388
Gainesville, FL 32614

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Ms. Huey:

Thank you for your letter dated May 9, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

Staff is aware of the customers' concerns over quality of service. The Commission will consider all quality of service issues when making its decision in this rate case. Pursuant to Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operations: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Staff is currently working closely with the Department of Environmental Protection concerning these issues and will address them in its recommendation to the Commission.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance and Tax

CRBB:jd

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Lingo, Reiger)
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Sharon C. Huey
P O Box 140388
Gainesville, FL 32614

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May 9, 2007

Public Service Commission
Consumers Complaint Commission Clerk
2540 Shumart Oak Blvd
Tallahassee, FL 32399

RE:Doc# 060693
Gainesville, FL

I have been a resident of Arredondo Estates in Gainesville for many years and have three accounts with Aqua Utilities Florida, Inc.

As the water system is old and is prone to leaks, I keep close watch on the water bills to detect any overages indicating a leak somewhere. However, Aqua Utilities only reads one of the three meters, if any at all. After having several letters ignored, I have been reading the meters myself for the past year and faxing them in to their customer service. However, they are not consistent with their billing period so they have rarely used my readings. It makes it very difficult to budget for our utility costs with their erratic billing. Obviously, every one who lives in Arredondo has to budget carefully.

I have attempted to find out how to get a job reading the meters but their web site shows no vacancies and you cannot talk to a person about it.

Recently, one of my locations was without water but when I call the emergency number, I was told that no emergency existed since they had report of a water outage and so my call would not be returned. As it turned out, some water personnel had been there, according the neighbors, all of whom had water. We had no prior knowledge, nor was there a courtesy notice left on our door. Recently, 2 of the 3 meters were changed out, also with no notice, either before of after. The only indication of a visit was the trash they left behind from their work, photo enclosed.

The immediate past billing was confusing as they used two different rates and estimated each usage. How can that be justified when they are not even close on 2 of the 3 accounts. Also, one account using 1700 gallons was higher than the one using 3200 gallons. Their explanation was a long billing cycle in which they pro rated the base facility charge in excess of 30 days, but they didn't lower the base facility charge on the account of only 27 days. Note that this is not for days of USAGE for days of BILLING. If the meter is not read, and I can prove that it is not, why should I have to pay for an accounting mishap. And why is it called a BASE facility charge when it is not a constant figure.

We also had no potable water for three weeks after the hurricanes of 2005, when the rest of the area had water in under a week. The conditions were not so terrible that they couldn't fix it in less time. No notices were ever received from Aqua Utilities, only from the news media.

They haven't done anything to deserve a rate hike and I can't believe that they will ever do better. They know we don't have a choice in our water services.

Respectfully,

Sharon C. Huey

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MAY 14 2007
Florida Public Service Commission
Division of RCA
CMP COM CTR ECR GCL OPC RCA SCR SGA SEC OH

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STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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Public Service Commission

May 22, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Otis Smith
4034 Chapel Avenue
Sunny Hills, Florida 32428

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Smith:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of

the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings, Surveillance and Tax

CRBB:jd

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Edwards)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

ORIGINAL

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07 MAY 16 AM 9:59
COMMISSION CLERK

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name Otis Smith

Address 4034 Chapel Ave.
Sunny Hills FL 32428

RECEIVED
FLORIDA PUBLIC SERVICE COMMISSION
07 MAY 18 PM 1:32
DIVISION OF ECONOMIC REGULATION

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I am writing in the regard of the Water and Wastewater Increase from Aqua Utilities Florida, we Live in Sunny Hills Florida for 13 years and my Husband and I are Living on Social Security and we think that the Water and Sewer increase is really bad for the People in Sunny Hills we are paying more in Sunny Hills for Water and Waste Water than People in Chipley Panama City or Wausau, my Husband is 80 and I am 77 where are we getting the Money? for the Water and Waste Water Bill? Please dont let Aqua Water get this Bill thru thank you

Otis and Johanne Smith

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape -- see back for address

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COMMISSION
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COMMISSIONERS:
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NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 22, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

John Miller
350 Water Oak Lane
Ormand Beach, FL 32399-0870

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Miller:

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Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance and Tax

CRBB:jd

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Edwards)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

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MAY 14 2007

Florida Public Service Commission
Division of RCA

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FLORIDA PUBLIC SERVICE COMMISSION
07 MAY 18 PM 1: 33
DIVISION OF ECONOMIC REGULATION

Mr. John Miller
350 Water Oak Lane
Ormond Beach, FL 32174-5830

Director
Division of the Commission Clerk &
Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Re: Aqua Utilities Inc. application for rate increase,
Docket # 060368-WS

Encls: (1) Copy of Aqua Utilities notice to customers.
(2) Copy of April 2007 water bill.

Dear Sirs;

I have several questions regarding the notice sent to the customers of the Tomoka View water system.

(1) Why are the Twin Rivers and the Tomoka View water systems combined for this rate increase request?
(2) How much money was spent for the capital improvements for each system?
(3) Why should both system customers be paying the same rates if the improvements were not of equal value?
(4) What was the companies profit for 2006 and the expected profit after a rate increase is approved?
(5) What is the expected period of time for recovering the capital improvement costs?

The box titled "Tomoka/Twin Rivers Monthly Water Rates" does not adequately show the water rates, i.e. there is no base rate, if there is one, and it does not show the rate for 1000 gallons of water usage. I assume this is what is meant by the amount described as Total Consumption of $1.40 and $1.83.

As can be seen from the copy of my April 2007 water bill there were 42 days between meter readings. It was my understanding that meter readings were to be taken monthly. Again, there is no itemized list of charges other then I used 2300 gallons of water and my total bill was $10.93.

Yours truly,

John Miller

John Miller

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER RATES IN VOLUSIA COUNTY, FLORIDA BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring this system in July 2004. Since then, the Utility will have invested approximately $115,000 in your community's infrastructure through 2007 to improve the quality and reliability of water service. The upgrades include replacing a deteriorating water storage tank to improve water quality and water pressure. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Daytona Beach Regional Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue, Leesburg, Florida 34748
Phone: 352.435.4027
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Daytona Beach Regional Library
105 E. Magnolia Avenue
Daytona Beach, Florida 32114
Phone: 386.257.6036

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – May 16, 2007 at 10:00 a.m. at the St. Johns Water Management District Resource Management Building, Rooms 136A&B, 4049 Reid Street, Palatka, Florida 32177, and June 26, 2007 at 10:00 a.m. at the Deltona Commission Chambers, Municipal Complex, 2345 Providence Boulevard, Deltona, Florida 32725.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

TOMOKA/TWIN RIVERS MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 4.78	$ 6.25	$ 24.19
3/4 inch	$ 11.96	$ 15.63	$ 36.29
1 inch	$ 23.94	$ 31.29	$ 60.48
1 1/2 inch	$ 38.28	$ 50.03	$ 120.96
2 inch	$ 38.28	$ 50.03	$ 193.54
3 inch	[illegible]	[illegible]	[illegible]

RECEIVED
MAY 14
Florida Public Service
Division of

AQUA

JOHN MILLER
350 WATER OAK LN
ORMOND BEACH, FL 32174-5830
Lot: 0000100 Block:

000897221 0640070
TOMOKA

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 01, 2007	**$ 10.93**	**May 23, 2007**

Meter Data

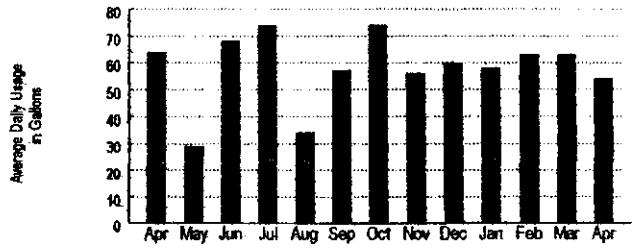
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
74892861	5/8	04/25/07	42	Actual	131200	2,300	Gallons
		03/14/07		Actual	128900		

Average Daily Usage = 54 Gallons Total Days: 42 Total Usage: 2,300 Gallons

Billing Detail

Amount Owed from Last Bill	$ 4.71
Total Payments Received	4.71
Balance	**0.00**
Total Water Charges	10.93
Amount Due 05/23/07	**$ 10.93**

Water Usage History



Read Types: ■ Actual ☐ Estimated ▩ Customer

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MAY 14 2007
Florida Public Service Commission
Division of RCA

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

PAID 5/11

1336469

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3641373PAP-515-A-C
REV 01/07

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water Bill**

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

Service To:
JOHN MILLER
350 WATER OAK LN
ORMOND BEACH, FL 32174-5830
Lot: 0000100 Block:

Account Number
000897221 0640070

Total Amount Due **$ 10.93**
Due Date **May 23, 2007**

Amount Enclosed
$

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

Seq=12482 Cyc=33VG 1up=329723

******AUTO**5-DIGIT 32174 C 36 P 56
JOHN MILLER
350 WATER OAK LN
ORMOND BEACH FL 32174-5830

000897221064007000000000010932

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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Public Service Commission

May 22, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
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George and Lucy Taylor
1769 Quintara Ct.
Chipley, FL 32428

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. & Mrs. Taylor:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

Staff is aware of the customers' concerns over quality of service. The Commission will consider all quality of service issues when making its decision in this rate case. Pursuant to Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operations: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

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Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings, Surveillance and Tax

CRBB:jd

cc: Office of Commission Clerk
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Office of the General Counsel (Gervasi, Fleming)
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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
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COMMISSION CLERK

Name George + Lucy Taylor

Address 1769 Quintana Ct.
Chipley, Fl 32428

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CONSUMER COMMENTS

The water is unfit to drink we buy Bottle water to drink.
the water is so dirty we have to buy water to go in My Husbans Oxgen Machine
your water is dirty some times the force is so bad you can hardly get water.

Our Bill is to high now for just to People on a fixed income

CMP
COM
CTR
ECR 1
PCL 1
OPC
RCA
SCR
SGA
SEC
OTH

07 MAY 21 PM 3:31
DIVISION OF ECONOMIC REGULATION

Fold and tape -- see back for address

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MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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Public Service Commission

May 22, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Betty Thompson
132 Reaves Ave.
Interlachen, FL 32148

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Ms. Thompson:

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Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance and Tax

CRBB:jd

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Lingo, Reiger)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 MAY 21 AM 10: 02
COMMISSION CLERK

Name Betty Thompson
Address 132 Reaves Ave.
Interlachen, FL. 32148

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

We can understand Five or Ten dollar increase, but not double. We have to buy water to drink, because the water taste funny. We're on a fixed income, and can't afford a water bill that high.

07 MAY 21 PM 3:51
DIVISION OF ECONOMIC REGULATION

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Fold and tape -- see back for address

Betty Thompson
132 Reaves Ave.
Interlachen, FL 32148

JACKSONVILLE FL 322

19 MAY 2007 PM 6 L

07 MAY 21 AM 8:03

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

32399-0850

Fold Here

Tape

Fold Here

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

RECEIVED-FPSC
07 MAY 23 PM 4:53
COMMISSION CLERK

Public Service Commission

May 22, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Jim & Mary Pierce
P. O. Box 261
Mulberry, FL 33860

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. & Mrs. Pierce:

Thank you for your letter dated May 16, 2007 regarding your property at Rosalie Oaks in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

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If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance and Tax

CRBB:jd

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Lingo, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

Rate Case

	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Oviedo	City of Oviedo City Hall City Council Chambers 400 Alexandria Blvd. Oviedo, FL 32765 **Contact**: Pam Vitale 407-971-5555		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

RECEIVED-FPSC
07 MAY 21 PM 12: 13
COMMISSION CLERK

May 16, 2007

Director
Div. of Commission Clerk + Admin. Services
Fl Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Fl. 32399-0870

Re: Docket #060368-WS Property 67 Rosalie Oaks Blvd Lake Wales, Fl. 33898

We are objecting to the huge raise in the water/sewer bill. We are on a fixed income (social security). A raise in the bill will be very difficult for us. We have had an insurance rate hike and a property tax hike and now this huge raise in the water/sewer bill. We are asking that you do not allow this rate increase.
We have a scheduled trip out of town the week in June for the meeting but we want our voice of objection heard in this meeting

Mary Pierce

Jim + Mary Pierce
POB 261
Mulberry, Fl. 33860
863-647-3318

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

07 MAY 21 PM 3: 30
DOCUMENT NUMBER-DATE
FLORIDA PUBLIC SERVICE COMMISSION

RECEIVED-FPSC
07 MAY 23 PM 4:53
COMMISSION CLERK

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 22, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Joan G. Shook
5239 Magnolia Terrace
Fruitland Park, Florida 33566

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Ms. Shook:

Thank you for your letter dated May 18, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings to be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous

rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

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I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance and Tax

CRBB:jd

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Edwards)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
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May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Oviedo	City of Oviedo City Hall City Council Chambers 400 Alexandria Blvd. Oviedo, FL 32765 **Contact:** Pam Vitale 407-971-5555		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

RECEIVED-FPSC

07 MAY 21 AM 10: 05

COMMISSION CLERK

DISTRIBUTION CENTER

07 MAY 21 AM 7:56

Director, Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2450 Shumard Oak Boulevard,
Tallahassee, Fl 32399-0879

Re: Aqua Utilities Florida
Proposed Rate increases
DOCKET # : 060368-WS

Dear Sir/Madam:

Enclosed is a copy of a proposed rate increase in my water/sewer bill. If I am reading it correctly, my bill is about to increase almost 300%. According to my calculations this means that Aqua Utilities would completely recoup their stated capital investment in improvements in Kings' Cove in less than two years.

Present average rate combined water/sewer:	$17.36
Proposed final rate	51.41
Difference:	**34.05/month**

Aqua Utilities stated average capital improvement per customer:	$750.00

$750 divided by $34.05 is 22.03.

Are the rates going to go back down after this 22 months?

Joan G. Shook
5239 Magnolia Ter.
Fruitland Park, FL 34731

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
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SGA ____
SEC ____
OTH ____

RECEIVED
FLORIDA PUBLIC SERVICE
07 MAY 21 AM 3:31
RECORDS & CONSUMER REGULATION

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN LAKE COUNTY, FLORIDA
BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in January 1999, and this is the Utility's first rate request since acquiring these systems in August 2003. Since then, the Utility will have invested more than $315,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of more than $750 per customer. The upgrades also include installing safety and security equipment at the wastewater treatment facility to comply with federal regulations. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Lake County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Lake County Library
312 W. Main Street
Tavares, Florida 32778
Phone: 352.253.6180

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – June 27, 2007 at 10:00 a.m. and 6:00 p.m., at the Mount Dora Community Center Auditorium, 520 Baker Street, Mount Dora, Florida 32756.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 8.12	$ 11.40	$ 21.38

	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	$ 1.31	$ 1.83	
< 6,001 (Residential)			$ 2.27
Over 6,000 (Residential)			$ 2.84

KINGS COVE MONTHLY SEWER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 9.24	$ 13.67	$ 30.03

	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	10,000	10,000	6,000
Residential use to cap	$ 3.24	$ 4.80	$ 10.97

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

RECEIVED-FPSC
07 MAY 23 PM 4:53
COMMISSION CLERK

Public Service Commission

May 22, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Retta Gray
107 Lockport St.
Sebring, FL 33876

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mrs. Gray:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

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If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings, Surveillance and Tax

CRBB:jd

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Lingo, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

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May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Oviedo	City of Oviedo City Hall City Council Chambers 400 Alexandria Blvd. Oviedo, FL 32765 **Contact:** Pam Vitale 407-971-5555		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED FPSC
07 MAY 21 AM 9:56
COMMISSION CLERK

Name Donald + Retta Gray

Address 107 Lockport St.
Sebring FL 33876

07 MAY 21 PM 3:30
DIVISION OF ECONOMIC REGULATION
FLORIDA PUBLIC SERVICE COMMISSION

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Aqua Utilities deserves an increase, perhaps to the interim rate, but NOT triple!

Thank you,

Retta Gray

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Fold and tape – see back for address

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

RECEIVED FPSC
07 MAY 23 PM 4:53
COMMISSION CLERK

Public Service Commission

May 22, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Charles & Gwen Bass
1307 Johnson Rd.
Plant City, FL 33566

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. & Mrs. Bass:

Thank you for your letter dated May 9, 2007 regarding your property at Rosalie Oaks in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility

system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance and Tax

CRBB:jd

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Lingo, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
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June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Oviedo	City of Oviedo City Hall City Council Chambers 400 Alexandria Blvd. Oviedo, FL 32765 **Contact:** Pam Vitale 407-971-5555		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

May 9, 2007

RECEIVED-FPSC
07 MAY 21 PM 12: 13
COMMISSION CLERK
DISTRIBUTION CENTER
07 MAY 21 AM 7:45

TO WHOM IT MAY CONCERN:

Re: Docket #060368-WS

Having recieved notice of a rate increase request XXXX by Aqua Utilities on water and sewer rates at Rosalie Oaks Subdivision, we strongly object to such an enormous rate increase.

As retirees on a fixed income, we only use our property in the subdivision about 3 weeksends per month. Also several widows are in this subdivision and this increase would put a hardship on them. Please take this into consideration when you review this application.

Respectfully,

Charles L. Bass
Charles L. Bass
Gwendolyn Bass
Gwendolyn Bass
Lot #78
Rosalie Oaks Blvd.
Lake Wales, Fl 33898

[redacted]

07 MAY 21 PM 3: 31
DIVISION OF ECONOMIC REGULATION

CMP ____
COM ____
CTR ____
ECR 1
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OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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07 MAY 23 PM 4:53
COMMISSION CLERK

Public Service Commission

May 22, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

Ethelyn J. Edel
5013 SW 69th Terrace
Gainesville, Florida 32608

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Ms Edel:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

Staff is aware of the customers' concerns over quality of service. The Commission will consider all quality of service issues when making its decision in this rate case. Pursuant to Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operations: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Staff is currently working closely with the Department of Environmental Protection concerning these issues and will address them in its recommendation to the Commission.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used

for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance and Tax

CRBB:jd

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Lingo, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPS
07 MAY 21 PM 12: 1.
COMMISSION CLERK

ORIGINAL

Name Ethelyn J. Edel

Address 5013 SW 69th Terr
Gainesville Ft - 32608

352-326-6165

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

CONSUMER COMMENTS

To whom it may concern this new Company Aqua has done Nothing to improve our water, it still smells like swear and Beach at times we dont drink it unless we have To. The Bills are over The Top now I am on SSD. I have COPD and I can only send so much on on my bill well every month There is no record of my Payment & they charge 13.00 + 50.00 even if your water is ~~[illegible]~~, hasnt been Turned off Because when I call, They say your water wasnt Turned off when I say No, they say Nothing half the Times No one reads the meters They say they do they just want you To pay what They they think you need To pay, They Never Tell you when They are Turning off the water,

When we had The Hurricanes & No Water For 3 weeks I called To ask when we was going to to get water I was Told I dont Live there and I really dont care, and for these New meters I was Never Notified that They installed Them and They was running, the fact I dont think anyone was

I had recieved a big big Bill and requested someone To come out & read my meter well, They Never Notified me when they came out and I was doing dishes & washing Cloths & he Told Them I had a may jore Leak in my house, and They have moved Aqua so many Times we Never know who well have it now because They are up North they can make Big money off us poor unable To work & elderly people in Florida, we are all Not movie stars or Rock stars or rich people we are working people who work from check to check day to day to keep food & Lights on the Table for our kids to eat & Learn Please help us with this mult.

Fold and tape - see back for address

RECEIVED-FPSC
07 MAY 23 PM 4:53
COMMISSION
CLERK

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 22, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

Jimmie Jo Hixon
28832 Tami Drive
Tavares, FL 32778

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Hixon:

Thank you for your letter dated May 18, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings to be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

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Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance and Tax

CRBB:jd

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Edwards)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

Rate Case

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
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May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
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June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

DISTRIBUTION CENTER
07 MAY 21 AM 7:49
RECEIVED-FPSC
07 MAY 21 AM 10:06
COMMISSION CLERK

KIM
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee Fl 32399-0870

May 18, 2007

I am a concerned customer of Aqua Utilities!

I do NOT approve of a proposed rate increase for Aqua Utilities:

Docket # 060368-WS

There are a variety of rates and ours seems very high end.

Thank you for your attention to this matter.

Sincerely,

Jimmie Jo Hixon

Jimmie Jo Hixon
28832 Tammi Drive
Tavares, FL 32778
1-352-343-5913

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
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RECEIVED
FLORIDA PUBLIC SERVICE
COMMISSION
07 MAY 21 PM 3:31
DIVISION OF
ECONOMIC REGULATION

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

RECEIVED-FPSC
07 MAY 23 PM 4:53
COMMISSION CLERK

Public Service Commission

May 22, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

Mrs. Charlotte Holmes
1767 Quintara Court
Chipley, Florida 32428

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mrs. Holmes:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

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examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

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Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation Rendell, Lingo, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Oviedo	City of Oviedo City Hall City Council Chambers 400 Alexandria Blvd. Oviedo, FL 32765 **Contact**: Pam Vitale 407-971-5555		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED FPSC
07 MAY 21 AM 9:49
COMMISSION CLERK

Name Mr & Mrs W. E. Holmes

Address 1767 Quintara Court

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

The water is dirty. Everyone who lives here buys bottled water to drink. The system needs strainers or something!

We are very thrifty with water. We are retired on a fixed income. Our grass is dying or dead because we can not afford to water it. It is just my husband and I and our bill runs around $88 per month.

Our friends in Panama City, Pensacola & Dothan do not have a water bill that high!

We walk & we find faucets leaking on vacant lots. We phone to report it using the phone # in the Sunny Hills paper & we are told that number is no longer in use.

Thanking you in advance,
Charlotte R. Holmes

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OTH

Fold and tape -- see back for address

060318-WS

ORIGINAL

RECEIVED-FPSC
07 MAY 23 PM 3:32
COMMISSION CLERK

Ellen Plendl

From: WHITSON.JEREMIAH.S10 [WHITSON.JEREMIAH.S10@flsenate.gov]
Sent: Thursday, May 03, 2007 9:22 AM
To: Ellen Plendl
Cc: jrsculpt@hotmail.com
Subject: FW: Water Rate Increase

Ellen,

Attached please find a second inquiry request into Aqua Utilities rate increases.

Thank you in advance for your assistance with this matter.

J.J. Whitson
Legislative Assistant to Senator Ronda Storms
Phone: 850-487-5072
Fax: 850-487-5485

From: Jim McGough [mailto:jrsculpt@hotmail.com]
Sent: Saturday, April 14, 2007 7:12 PM
To: jpstakun@juno.com; STORMS.RONDA.WEB
Cc: sungary2002@yahoo.com; pbpainter@juno.com; charlesburton2@juno.com; dcroc@iopener.net; DeBrotrs@aol.com; jimmy.john@juno.com; maadinse812@juno.com; SMOKEY5I@wmconnect.com; motorhome14@cox.net; Waterglide@earthlink.net; ralcal@juno.com; dnewell49@aurora.com; bknovak@stny.rr.com; jobenour@prodigy.net; patostrum@yahoo.com; mpesci@msn.com; sixacross@yahoo.com; mdbum62@yahoo.com; sondraar1960@yahoo.com; tcseerveld@yahoo.com; rcflyer@rogers.com; lrsterling@yahoo.com; skstone@ncats.net; alanddeb74@hotmail.com; welchpt1@aol.com
Subject: RE: Water Rate Increase

From James R. McGough

Owner 4826 Elwana Way

Zephyrhills, Fl 33541

Dear Senator Strom,

RE: Aqua Utilities rate increase request.

Aqua's stated reason for their proposed rate increase was twofold:

--Investing $240,000 in infrastructure

--No rate increase in past four years

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Regarding the first reason--Allowing a 10% salvage value and accelerated depreciation Aqua's income tax (Fed and Florida) will decrease by about $80,000. That is $80,000 income taxes they would otherwise have paid--i.e., a net addition to net income they otherwise would not have. Thus leaving

about $160,000 ($240,000 - $80,000) investment to be recovered. Question is: how much must rates increase per customer for Aqua to recover the remainder of their investment. Assuming 100,000 customers a one-year rate increase of $1.60 per customer would result in a one-year recovery of their investment.

Regardiing the second reason--Inflation certainly raises corporate costs and, therefore can be expected to result in rising prices. We customers have no access to Aqua's audited financial Income Statements so it is not possible to analyze their net income (net of extra ordinary items) over the past four years. I would think reasonable a 10% return on investment (annual net income as a percent of net investment --- fixed assets less depreciation plus inventories receivables). A THREEFOLD INCREASE IN RATES SOUNDS UNREASONABLE.

Also, will Aqua reduce their rates once their investment in infrastructure is recovered???? (Somehow i DOUBT IT!).

Would appreciate receiving your views on this subject.

Respectfully yours,

James R. McGough

ORIGINAL Docket 060368-WS

Ellen Plendl

From: Brimmer-Caton, Patricia [Patricia.Brimmer@myfloridahouse.gov]
Sent: Wednesday, April 25, 2007 11:59 AM
To: Ellen Plendl
Subject: FW: From 'Write Your Representative' Website

RECEIVED-FPSC
07 MAY 23 PM 3:32
COMMISSION CLERK

Hi Ellen,

Can you find out anything regarding Mr. McGrath's issue.

Trish Brimmer-Caton
Senior District Assistant for
Representative Sandy Adams
District 33
407-977-4020
407-977-4022 fax
trish.brimmercaton@myfloridahouse.gov

-----Original Message-----
From: Adams, Sandy
Sent: Wednesday, April 25, 2007 11:54 AM
To: Brimmer-Caton, Patricia
Subject: FW: From 'Write Your Representative' Website

Sandy Adams
State Representative, District 33
2074 Winter Springs Blvd.
Oviedo, Florida 32765
407-977-4020

-----Original Message-----
From: mmcgrath@masseyservices.com [mailto:mmcgrath@masseyservices.com]
Sent: Monday, April 23, 2007 11:44 AM
To: Adams, Sandy
Cc: mmcgrath@masseyservices.com
Subject: From 'Write Your Representative' Website

Mark McGrath
616 Red Pepper Loop
Chuluota,Fl 32766-
(407)468-7552

04/23/07 11:44 AM

To the Honorable Sandra Adams;

Hello Ms. Adams,

I am a homewoner in "The Trails" subdivision on Snow Hill Rd. in Chuluota. I wanted to make you aware of a serious problem we are having in the Chuluota area with our water rates. Currently we are paying some of the highest water rates in Seminole County if not in all of Central Florida. We have accepted these high rates without complaining until now.

The current owners of our water plant, "Aqua Untilities", has given us written notice that our rates will go up 2 to 3 times our current rate.
The average water bill in our community is $180 per month currently.
Aqua Utilities has a hearing in August of this year to raise this monthly cost 2 to 3

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times the current rate. Our new monthly water bill will be between $350 and $500 per month. This is totally unaffordable.

My neighbors and many others in other Chuluota subdivision are getting together to see what we can do to stop these increases. As one of your supporters we need any help you can provide for us.

Please contact me if you can provide support.

Your Friends in Chuluota.

Mark McGrath

ORIGINAL

Ellen Plendl

060368-WS

RECEIVED FPSC
07 MAY 23 PM 3:32
COMMISSION CLERK

From: WHITSON.JEREMIAH.S10 [WHITSON.JEREMIAH.S10@flsenate.gov]
Sent: Thursday, May 03, 2007 9:16 AM
To: Ellen Plendl
Cc: JPSTAKUN@JUNO.COM
Subject: FW: Water Rate Increase

Ellen,

Attached please find correspondence sent to Senator Storms from Mr. Stakun regarding Aqua Utilities Florida, Inc.

Please assist Mr. Stakun in filing a complaint with the PSC.

Thank you in advance for your assistance with this matter.

J.J. Whitson
Legislative Assistant to Senator Ronda Storms
Phone: 850-487-5072
Fax: 850-487-5485

From: Paul Stakun[SMTP:JPSTAKUN@JUNO.COM]
Sent: Saturday, April 14, 2007 4:54:49 PM
To: STORMS.RONDA.WEB
Cc: sungary2002@yahoo.com; pbpainter@juno.com; charlesburton2@juno.com; dcroc@iopener.net; DeBrotrs@aol.com; jimmy.john@juno.com; maadinse812@juno.com; SMOKEY5I@wmconnect.com; motorhome14@cox.net; Waterglide@earthlink.net; ralcal@juno.com; jrsculpt@hotmail.com; dnewell49@aurora.com; bknovak@stny.rr.com; jobenour@prodigy.net; patostrum@yahoo.com; mpesci@msn.com; sixacross@yahoo.com; mdbum62@yahoo.com; sondraar1960@yahoo.com; tcseerveld@yahoo.com; rcflyer@rogers.com; lrsterling@yahoo.com; skstone@ncats.net; alanddeb74@hotmail.com; welchpt1@aol.com
Subject: Water Rate Increase
Auto forwarded by a Rule

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Dear Senator Storms,

I'm not sure if you are the correct person to direct this issue to, but I'm appealing to your good sense of fairness regarding the notice of water rate increase that we recently was informed of.

We are served by Aqua Utilities Florida, Inc. and are part of Zephyr Shores district in Zephyrhills. Today, we received notice that Aqua Utilities is petitioning for a rate increase that will ultimately result in a 300 percent increase. Currently, our water rates have been much higher than other suppliers in the area. This rate increase proposal is outrageous to say the least. Let me detail the announcement:

Present water rate for 5/8 by 3/4 inch meter: $6.30 per month
Interim Rate increase to: 6.53 per month

Proposed final rate:	18.52 per month

Present sewer rate:	$11.39 per month
Interim rate increase to:	16.09 per month
Proposed final rate:	16.90 per month

I find this increase a bitter pill to swallow especially considering that the water tastes so bad. I urge you as my state senator in district 10 to fight against this. I would also appreciate your direction to other state lawmakers that can also assist us in this matter. Knowing how these companies propose outrageous increases and be ultimately satisfied with a moderate increase is another tactic that I find unseemly.

I await your response.

Sincerely,
Joseph P. Stakun
35113 Danny Drive
Zephyrhills, FL 33541

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 23, 2007 3:30 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: Docket file

Please add to docket file.

-----Original Message-----
From: Consumer Contact
Sent: Wednesday, May 23, 2007 2:26 PM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9315

To CLK Aqua Utilities docket 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 23, 2007 2:09 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9315

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: ERIK SOMMERFELD
Telephone: 407-977-1740
Email: TSLIZARD2@BELLSOUTH.NET
Address: 491 GRANITE CIRCLE CHULUOTA 32766

BUSINESS INFORMATION

Business Account Name: ERIK SOMMERFELD
Account Number:
Address: 491 GRANITE CIRCLE CHULUOTA Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I HAVE RECEIVED TWO NOTICES FROM AQUA UTILITIES SINCE MOVING HERE LESS THAN A YEAR AGO. BOTH NOTICES STATE, AND I QUOTE, "PEOPLE WHO DRINK WATER CONTAINING TRIHALOMETHANES IN EXCESS OF THE MCL OVER MANY YEARS MAY HAVE PROBLEMS WITH THEIR LIVER, KIDNEYS, OR CENTRAL NERVOUS SYSTEM, AND MAY HAVE AN INCREASED RISK OF GETTING CANCER". I AM BOTH SHOCKED AND SCARED! HOW IS THIS LEGAL? HOW CAN THEY PROVIDE US WITH SUCH TOXIC WATER? HOW CAN THEY BE ALLOWED TO HARM MY FAMILY IN THIS SERIOUS WAY? NOW THEY WANT TO TRIPLE OUR ALREADY RIDICULOUS RATES? OUR NEIGHBORS TWO STREETS OVER ARE ONLY PAYING A THIRD OF WE ARE PAYING. WHAT KIND OF SCAM ARE THEY BEING ALLOWED TO RUN? WE CHOSE SEMINOLE COUNTY TO RELOCATE OUR FAMILY FOR A BETTER AND SAFER ENVIRONMENT. I AM CONCERED FOR MY FAMILYS' HEALTH AND SAFETY. I HOPE THAT OUR GOVERNMENT ACKNOWLEDGES THE IMMEDIATE IMPORTANCE OF THIS ISSUE. WE AS TAX PAYING CITIZENS HAVE A RIGHT TO EXPECT SAFE, CLEAN AND HEALTHY WATER TO SERVE OUR FAMILY. THAT IS WHY WE PAY FOR WATER AND SEWAGE SERVICE IN THE FIRST PLACE. IT IS ESSENTIAL FOR LIFE.

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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 23, 2007 2:13 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: 352 793 5348, 2 page(s)

Attachments: FAX.TIF

Please add the attached fax to the docket file.

From: Consumer Contact
Sent: Wednesday, May 23, 2007 1:53 PM
To: Ruth McHargue
Subject: FW: 352 793 5348, 2 page(s)

To CLK Aqua Utilties Docket 060368

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 352 793 5348, 2 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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-----------------------------------------
  Received On:       5/23/2007 12:47 PM
  Number of Pages:   2
  From (CSID):       352  793 5348
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:01:00
  Transfer Speed:    26400

  Received Status:   Success
  Number of Errors:  2
  Port Received On:  RockForceOCTO+ Port 6
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FAX.TIF (30 KB)

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For your information

MAY 23 2007

To	From
FLORIDA PUBLIC SERVICE COMMISION	JOE & SANDY CABANA
Fax:1-800-511-0809	Fax:(352)793-5348 Tel.: (352)303-5875
E-Mail: <E-MAIL>	E-Mail: joecabana@earthlink.net
This fax consists of 2 PAGES INCLUDING COVER SHEET	

DATE: 5/23/07
TO: FLORIDA PUBLIC SERVICE COMMISION
FROM: JOSEPH CABANA
SUBJECT: AQUA UTILITIES INCREASE

THIS MEMO IS TO INFORM YOU THAT WE IN THE WOOD'S SUBDIVISION NEED YOU KNOW THAT THE AQUA UTULITIES FLORIDA INC. IS ASKING FOR A RATE INCREASE GREATER THAN 100%. THIS WE WHO LIVE HERE FEEL IS WAY OUT OF LINE FOR THE NON- SERVICES THAT WE RECEIVE FROM THEM. AS FAR AS THEM REPLACING PIPES IT CERTAINLY WAS NOT IN OUR COMMUNITY, I AM RETIRED AND ALWAYS AROUND AND NEVER SEEN THEM DOING ANY WORK ON PIPES EXCEPT FOR ONE LEAK. I HAVE TALKED TO A NUMBER OF PEOPLE IN THIS COMMUNITY AND NO ONE HAS SEEN THEM WORKING ON PIPES IN THIS COMMUNITY. MOST PEOPLE HERE CANNOT AFFORD A MORE THAN DOUBLE BILL AND ARE TOTALLY SHOCKED THAT THEY WOULD ASK FOR SUCH AN INCREASE AND THAT THE THE FLORIDA PUBLIC SERVICE COMMISION WOULD EVEN ENTERTAIN SUCH AN INCREASE. WE ALL FEEL THAT YOU NEED TO TAKE A CLOSER LOOK AT THIS.

THANK YOU
JOSEPH CABANA
3257 CR676
WEBSTER, FL 33597
(352) 793-5348

PS. I AM FAXING THIS TO YOU
BECAUSE YOUR E-MAIL DONT WORK

ORIGINAL

DISTRIBUTION CENTER
07 MAY 23 AM 9:52
RECEIVED
07 MAY 23 AM 11:24
FPSC-COMMISSION CLERK

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

22 May 07

Re: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.
The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely

Robert F. Jordan

Mr. Robert F. Jordan
1314 Noble Court
Leesburg, FL 34788-7631

THESE PROPOSED CHANGES AND INCREASES DESCRIBED HERE-IN CERTAINLY DO NOT FOLLOW ANY GUIDE LINES FOR COST-OF-LIVING ADJUSTMENTS. THESE PROPOSELS ARE OUTRAGEOUS.

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

RECEIVED FPSC 07 MAY 23 AM 11:24 COMMISSION CLERK

DOCKET NO. 060368-WS

Name Thomas Dillon

Address 131 Palm Trail
East Palatka FL 32131

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

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CONSUMER COMMENTS

I would like to go on record as against the proposed rate increase. I understand the need to raise rates from time to time, however, the proposed rate increase is outrageous. The proposed rate increase will triple our water/sewer bill. We already pay $125.00 a month. This increase will raise our rates to approx. $375.00 a month. That is much more than our electric bill! We only have 2 people living full time in our house and we don't ever water our lawn from "Aqua" water. This is too much!

Again, I would understand a slight increase in water/sewer rates to reflect inflation but the proposed increase is wrong.

Please say "no" to this request!

Thomas Dillon

Fold and tape -- see back for address

Dillon
151 Palm TRAIL
East Palatka FL 32131

DAYTONA BEACH
FL 321 1 T
21 MAY 2007 PM

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

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DISTRIBUTION CENTER
07 MAY 23 AM 8:01

Tape

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

ORIGINAL

RECEIVED-FPSC
07 MAY 23 AM 11:24
COMMISSION CLERK

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name

Mr. Victor Gagne
114 Velvet St
Interlachen, FL 32148

Address

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Agree with popular belief about H_2O taste.

Palm Shores in Interlachen has 220 property owners — nothing new has been installed by you in last 10 years —

I believe your making a proper profit at our area —

Due to oil increase etc I believe that a 2.7% increase would be acceptable —

ADDRESSED TO AQUA

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Fold and tape -- see back for address

Mr. Victor Gagne
114 Velvet St
Interlachen, FL 32148

DAYTONA BEACH
FL 321 1 T
18 MAY 2007 PM

USA FIRST-CLASS FOREVER

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

32399+7019-40 C001

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DISTRIBUTION CENTER
07 MAY 23 AM 7:53

ictor Gagne
Slvet St
chen, FL 32148

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 MAY 23 AM 11:24
COMMISSION CLERK

Name MERCETA Ambrose

Address 4930 SW 70th Terr
Gainesville FL 32608

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Attached letter

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Fold and tape -- see back for address

4930 SW 70th Terr
Gainesville, FL
32608

GAINESVILLE/GNV
FL 3[illegible]3 T
22 MAY 2007 PM

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

32399+0850

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DISTRIBUTION CENTER
07 MAY 23 AM 7:59

Tape

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May 20, 2007

Re: Aqua Utilities Florida, Inc. Docket No. 060368-WS

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0850

Dear Florida Public Service Commission,

I attended the public hearing Wednesday, May 16, 2007 at 6:00pm concerning the rate hike proposed by Aqua Utilities Florida, Inc. I am in agreement with the problems that the residents presented at the hearing, but am concerned also with the low level of customer service that they provide and with the condition of the underground potable water pipes that are old and in disrepair.

Case in point is the **attached photograph** that shows 5 separate splices on an approximately 8 foot section of waterline from my backyard that sprung a high pressure water leak for over 30 days before they would repair it, resulting in excessive flooding and erosion in mine and my neighbors backyard.

Aqua Utilities Florida, Inc. has done few repairs on their underground pipe systems in the past. Obviously payments made to them haven't gone to improve the condition of underground pipes as the photograph clearly shows.

Sincerely,

Merceta Ambrose
4930 SW 70th Terrace
Gainesville, Fl. 32608

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco,
Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc

RECEIVED-FPSC
MAY 23 AM 11:24
COMMISSION CLERK

DOCKET NO. 060368-WS

Name Benton + Belva Stith

Address 1779 July Ct
Sunny Hills, Fl. 32428

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

The water here is less than tasteful!
We have to buy bottled water every week!
It is so expensive to water the grass - our
neighbor paid $300.00 a Mo. just to water
her grass - for 4-5 Mo. every Summer
The Valve in the green between our house + the
street is several inches above the ground
+ leaking - The lid is there but broken - +
has been for 10 years -
Most every one out here are retired + live on a
limited income - a fixed income -
we do not water the yard - Washed our car (1) time this
year. There are only 2 people living here - we wash
our Clothes - Take showers - Wash dishes - flush the
Commode + we have a new Commode - + our bill
ave is $85.00 a Mo. Tell us what you spent $1.5 million
on. Where do you "Claim" to have replaced waterpipes
The white Clothes
do not come out white anymore - Belva Stith

Fold and tape -- see back for address

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Benton E. Stith
1779 July Ct.
Chipley, FL 32428

BAY COUNTY
FL 324 2 L
22 MAY 2007 PM

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07 MAY 23

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

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ORIGINAL

May 1, 2007

RECEIVED FPSC
07 MAY 23 AM 11:24
COMMISSION CLERK

To Whom It Concerns;

This letter is being written in referance to **Docket # 060368-WS** . We are opposed to the hardship that this suggested increase in our base utilities will impose on retired and fixed income residents of Rosalie Oaks. It is an unjust and unfair amount to request. Please do not allow private enterprises to place these burdens on our community, we respect that you are there to protect us from this unreasonable increase.

Sincerely,

Mike & Robin Flynn

Flynn
5 Rosalie Oaks Blvd.
Lk Wales, Fl

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ORIGINAL

Timolyn Henry

From: Consumer Contact
Sent: Tuesday, May 22, 2007 5:58 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9306

Complaint filed with PSC

Select County: SUMTER
CUSTOMER INFORMATION

Name: Ronnie Skipper
Telephone: 3527934326
Email: skipp2775@earthlink.net
Address: 11440 cr675w webster 33597

BUSINESS INFORMATION

Business Account Name: Ericka Skipper
Account Number:
Address: 11440 cr675w webster Florida 33597

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Hello, I'm trying to get help with determing how Aqua can justify rasing thei rates so high. The base charge for sewer went from 16.40 to 42.97 and base charge for water went from 15.74 to 38.12 and water per thousand gallon went from 3.05 to 8.10 this acording to the Aqua customer service rep. I explained to her that I have a family of Two adults and a toddler and my water bill was normaily $60 to $80 on avg. This month my base charges alone were over $80 before taxes and before water charges. I've talked to alot of my nebijors and I told them I would try and see what could be done.If you can advise me on what we can do I would appreache it. Thanks Ronnie Skipper

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ORIGINAL

Timolyn Henry

From: Consumer Contact
Sent: Tuesday, May 22, 2007 5:50 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9305

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Walter Reid
Telephone: 407-365-0778
Email: wsr4@yahoo.com
Address: 239 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Walter Reid
Account Number:
Address: 239 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Recent notices from Aqua Utilities Florida, Inc., have notified residents of 1) inferior quality by EPA standards, and 2) intent to increase rates. My complaint goes directly to these obiviously contrary notions. Why would I agree to pay more (than their already outrageous rates) for contaminated water?
The answer is, I don't agree, and I plan to fight their increase, even demand a reduction, and to force them to provide me and my family with reasonably priced, healthy water. I don't think that's asking much.

I can provide with this complaint copies of all documents I have recieved.

Reference Docket # 060368-WS

Thank you, Walter Reid

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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, May 22, 2007 3:40 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities Docket 060368

Please add to docket file.

-----Original Message-----
From: Consumer Contact
Sent: Tuesday, May 22, 2007 11:02 AM
To: Ruth McHargue
Subject: Aqua Utilities Docket 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, May 22, 2007 10:55 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9297

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: James Mikell
Telephone: 407-971-1524
Email: james.mikell@us.army.mil
Address: 540 Osprey lakes Circle Chuluota 32766

BUSINESS INFORMATION

Business Account Name: James Mikell
Account Number: 0009035510646093
Address: 540 Osprey lakes Circle Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Bottom line, the water and sewer fees are exceedingly high in the Osprey Lakes subdivision. This is compounded by the fact that drinking water fails EPA standards and despite the inability to pass the basic standards Aqua Utilities wants to increase the fees.

I have friends that live in Live Oak subdivision only a two miles away that pay half of what we pay in Osprey Lakes. Thanks in advance for hearing me out I will be sending you a postal mail with more specific details.

Very Respectfully,

J.A. Mike Mikell

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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, May 22, 2007 3:40 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Aqua Utilities Docket 060368

Add to docket file.

-----Original Message-----
From: Consumer Contact
Sent: Tuesday, May 22, 2007 10:06 AM
To: Ruth McHargue
Subject: Aqua Utilities Docket 060368

To CLK. Docket 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, May 21, 2007 6:16 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9289

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Randall & Yvette Baldonado
Telephone: 407-359-1462
Email: cnrmom@yahoo.com
Address: 251 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Randall Baldonado Account Number: 000893085 0636105
Address: 251 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
It is ridiculous that Aqua Utilities wants to hike up the outrageous rates that we already pay. The water is not even fit for consumption and you can't even get decent water pressure. Someone needs to investigate why they are trying to raise the rates again and help the consumers. When ever you call their customer service all they say is that is what it costs and you can't do anything about it.

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Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, May 22, 2007 3:39 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Aqua Utilties Docket 060368

Please add to docket file.

-----Original Message-----
From: Consumer Contact
Sent: Tuesday, May 22, 2007 1:56 PM
To: Ruth McHargue
Subject: Aqua Utilties Docket 060368

To CLK

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, May 22, 2007 1:56 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9300

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: Emilio Ramos
Telephone: 863 859 5897
Email: eramos.51@verizon.net
Address: 5614 Driftwood DR Lakelan 33809

BUSINESS INFORMATION

Business Account Name: Emilio Ramos
Account Number: 0009042730646782
Address: 5614 Driftwood DR Lakelan Florida 33809

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Docket no.060368-WS There has not been any improvment in this area only it has been done maintnence & repair. We don't have any fire protection because the water dept. don't have any access to any fire hydrants in this area and that makes my insurance higher I believe they should do those improvments before they consider to raise the water and sewage. Lift stations have not been improved because canal water have access to the man hole and create sewage spill please take that into consideration if you have any questions please call me at (863)859-5897

CMP ____
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Docket # 060368

ORIGINAL

BILL MCCOLLUM
ATTORNEY GENERAL
STATE OF FLORIDA

OFFICE OF THE ATTORNEY GENERAL

Office of Citizen Services
The Capitol
Tallahassee, Florida 32399-1050

Telephone (850) 414-3990 , SunCom 994-3990
Fax (850) 410-1630, SunCom 210-1630

RECEIVED
MAY 22 PM 3:26
COMMISSION CLERK

May 15, 2007

Ms. Melissa Davis
286 Velveteen Place
Chuluota, Florida 32766

Dear Ms. Davis:

Attorney General Bill McCollum has received your letter regarding Aqua Utilities.

In an effort to be of assistance, we have taken the liberty of forwarding your correspondence to the Florida Public Service Commission, the state agency which regulates investor-owned utilities including long distance carriers. The telephone number is (850) 413-6100, or toll-free (800) 342-3552 from within Florida.

We hope this referral proves helpful. Thank you for contacting the Florida Attorney General's Office.

If you would like to keep current with news on Attorney General McCollum's efforts to fight fraud please visit our website and subscribe to the Attorney General's weekly and monthly electronic newsletters: http://myfloridalegal.com/NewsBrie.nsf/Subscriber

Sincerely,

OFFICE OF CITIZEN SERVICES
Florida Attorney General's Office

OCS/alm

cc: Public Service Commission
Consumer Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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RECEIVED
MAY 1 F 2007
Florida Public Service Commission
Division of RCA

CS/utilities

May 3, 2007

A COMMUNITY NEEDS YOUR IMMEDIATE HELP!!!!

My name is Melissa Davis and I reside in Seminole County Florida. The community I live in is located in the newer portion of Chuluota Florida. We have the same water/sewer company as the older portion of Chuluota and we pay more than double what they pay. Our water/sewer company is Aqua Utilities which is a private for-profit company who gives no concern for its customers.

- First and foremost, the water quality is the worst I've ever been exposed to and we are frequently receiving notifications about the poor quality and health risks associated with the use of the water. When I had a well I had stronger pressure! The water pressure out of any faucet or hose is atrocious and is throughout the neighborhood.
- Secondly, Aqua Utilities has notified its customers that they are changing some of the chemicals used to treat the water to Chloramines. They add a warning to this notice that those with certain health issues or those with fish tanks must use alternative water sources and make necessary accommodations.
- Thirdly, the costs for this terrible water/sewer are outrageous and they are asking for higher rates!!! Initially, we were told that the water/sewer rates are what they are because of the added expense in piping and other resources for the new homes. Then they requested and received an increase in water/sewer rates using the guise that they need and want to make improvements to the equipment. Now, they are using the same excuse asking for an even higher and more outrageous increase for the same nasty water/sewer! Isn't the equipment costs part of doing business? Their profits are off the charts, they don't need to bleed us dry!

RECEIVED
2007
Florida Public Service Commission
Division of RCA

Our water/sewer bills range in the hundreds!!! I am a single mom with one 9 year old son. We take camp/boat style showers- wet yourself down, shut the water off, lather then rinse! In our own home! I do not wash my vehicle at home and use the irrigation only enough to keep my plants alive. There is virtually no grass left on my property because I cannot afford the water! I work full time and spend an average time of 10 hours a day at home, most of which is spent sleeping. I have invested in a water purifying system for my entire home, an expense I should not have had to realize but felt compelled to due to health concerns.

I am not alone. The entire neighborhood and the others around ours are suffering. We are at a point of needing to sell our homes yet can't because most people learn of the ridiculous water/sewer bills and know they can find similar homes else where. We love our homes and neighborhoods and don't want to leave. We are all middle income families trying to provide the best we can for our children. Please help us stop this company from running us out of our homes. Aqua Utilities is based out of Pennsylvania and apparently has no concern for their Florida customers.

Thank you, in advance for your immediate time and assistance,

Melissa Davis
286 Velveteen Place
Chuluota FL 32766

(407) 247- 6541

RECEIVED
MAY 15 2007
Florida Public Service Commission
Division of RCA

ORIGINAL

Docket # 060368

RECEIVED-FPSC
07 MAY 22 PM 3:26
COMMISSION CLERK

FLORIDA DEPARTMENT of STATE

CHARLIE CRIST
Governor

KURT S. BROWNING
Secretary of State

May 14, 2007

Mr. Don Soule
391 Velveteen Place
Chuluota, Florida 32766

Dear Mr. Soule:

Thank you for your faxed letter dated May 12, 2007. Unfortunately, the Florida Department of State does not have jurisdiction in matters of this nature. Therefore, we are forwarding your letter to the Public Service Commission for a response. You may contact this agency at 800-342-3552 or online at contact@pcs.state.fl.us. The address is:

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

I hope this information proves helpful.

Sincerely,
Department of State
Office of the Secretary

/dmc

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RECEIVED
MAY 1 4 2007
Florida Public Service Commission
Division of RCA

R. A. Gray Building • 500 South Bronough Street • Tallahassee, Florida 32399-0250
Telephone: (850) 245-6500 • Facsimile: (850) 245-6125
www.dos.state.fl.us

SUE COBB
SECRETARY OF STATE
850-245-6125

RECEIVED
07 MAY 14 PM 4:35
SECRETARY OF STATE
TALLAHASSEE, FLORIDA

5-12-07

MY NAME IS DON SOULE AND I LIVE AT 391 VELVETEEN PLACE CHULUOTA FLORIDA 32766. I HAVE LIVED IN SEMINOLE COUNTY AT 3 DIFFERENT ADDRESSES FOR 15 YEARS TOTAL.

MY WATER AND SEWER BILL HAS NEVER AVERAGED MORE THAN $45.00 A MONTH UNTIL I MOVED INTO THE AQUA UTILITIES SECTION OF SEMINOLE COUNTY. NOW MY WATER + SEWER BILL AVERAGES $122.00 A MONTH, 3 TIMES MORE THAN IN THE OTHER 2 LOCATIONS, OVIEDO + WINTER SPRINGS. NOW AQUA UTILITIES WANTS TO RAISE OUR BASE RATE $100.00 A MONTH, TO 5 TIMES MORE THAN ANYWHERE ELSE IN SEMINOLE COUNTY. PLUS WE HAVE RECIEVED NOTICE THAT OUR WATER IS BAD, TOXIC!

I FIND IT HARD TO BELIEVE THAT YOU, THE FLORIDA GOVERNMENT, WOULD ALLOW, IN FACT CHOOSE, TO LET THIS HAPPEN. PLEASE PROTECT US. PLEASE GIVE US A CHOICE. PLEASE TELL ME WHAT ELSE I CAN DO TO BE ABLE TO STOP DRINKING TOXIC WATER. ALL I ASK IS FOR REASONABLE PRICING AND SAFE WATER, LIKE YOU HAVE.

RECEIVED
MAY 16 2007
Florida Public Service Commission
Division of RCA

[signature]
407-870-9006

ORIGINAL

Docket # 060368

RECEIVED FPSC
07 MAY 22 PM 3:26
COMMISSION CLERK

Denise Lingenfelter
483 Granite Circle
Chuluota, FL 32766
386-846-2418 (cell)
407-977-2243 (home)
deeling@cfl.rr.com

May 16, 2007

To whom it may concern,

There will be a meeting held on June 26,2007 that is to be about tripling the amount of our water bill!! It seems that we are only talking about the new homes in Chuluota. The people on the next street over from us are paying an average of $50.00 a month for water service now! We pay an average of $150.00 per month!!! What is the reason for that? Why? Now they want to raise it!! Not just a little but almost triple what we are paying now? $400.00 a month for water that has contaminants?!! Water that we don't even drink! Can't drink!!! I do not even like to bathe in the water or wash my clothes in it, because the scent lingers on you and your clothes! I use more scented products now because I have to mask the smell of the water!!

How can these people do this to us?! Is this legal?! Unfortunately we don't have a choice in the matter because they are the ONLY water company servicing the area!!!

They have us by the balls!! There must be something we can do together to stop the raping of the people in our area!! Please help us!

Thank You, Brett and Denise Lingenfelter

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MAY 2007
Florida Public Service Commission
Division of RCA

FLORIDA DEPARTMENT of STATE

CHARLIE CRIST
Governor

KURT S. BROWNING
Secretary of State

May 16, 2007

Ms. Denise Lingenfelter
483 Granite Circle
Chuluota, Florida 32766

Dear Ms. Lingenfelter:

Thank you for your faxed letter dated May 16, 2007, unfortunately, the Florida Department of State does not have jurisdiction in matters of this nature. Therefore, we are forwarding your letter to the Public Service Commission for a response. You may contact this agency at 800-342-3552 or online at contact@pcs.state.fl.us. The address is:

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

I hope this information proves helpful.

Sincerely,
Department of State
Office of the Secretary

/dmc

RECEIVED
MAY 17 2007
Florida Public Service Commission
Division of RCA

R. A. Gray Building • 500 South Bronough Street • Tallahassee, Florida 32399-0250
Telephone: (850) 245-6500 • Facsimile: (850) 245-6125
www.dos.state.fl.us

ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 MAY 22 AM 9:07
COMMISSION CLERK

Name Rhonda Iles

Address 1657 Sunny Hills Blvd
Chipley, Florida 32428

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

my water is too high; if you want to keep your grass and flowers alive you have to (may) water - my last bill was $128.50 for water and sewer. We shouldn't be penalized because we don't have a septic tank which lowers others bill. It's ridicious what I have to pay for water! Bill month before was $88.01. Also its not fair to pay for water and sewer when none is being used when you are out of town. A base charge - There should be some rebate or a compensation if you chose to have a well put in. water or let your grass die - I have a pur water filtration because of the taste of the water. Way too High !!! Should not be raised too

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Fold and tape -- see back for address

Rhonda Iles
1657 Sunny Hills Blvd.
Chipley, FL 32428

GMF BAY COUNTY
FL 324 2 T
21 MAY 2007 PM

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

32399+0850

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07 MAY 22 AM 7:39

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07 MAY 21 PM 2:48
COMMISSION
CLERK

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Sam Luchini
3957 Amy Lane
Chipley, Florida 32428-8003

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Luchini:

Thank you for your letter dated May 8, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Rendell, Edwards)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

ORIGINAL

3957 Amy Lane
Sunny Hills, FL 32428
May 08, 2007

Sam Luchini
3957 Amy Ln.
Chipley, FL 32428-8003

Director
Division of the Commission Clerk and Administrative Service
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

RECEIVED-FPSC
07 MAY 10 AM 9:58
COMMISSION CLERK

Docket Number: 06038-WS

Dear Director F.P.S.C.:

Aqua Utilities of FL has filed for an increase in water and sewer rates in Sunny Hills, Washington County, FL 32428. The petition states that the last water increase occurred in October, 1996, and this is the first rate increase applied for since July, 2004. I cannot speak for the period of time prior to April 30, 2004. I can only speak for the time starting from April 30, 2004 to the present. Although minimal, until this filing, my rates have increased, as follows:

Meter Size 5/8 X 3/4

Billing Period	Facility Charge	Water Rate per 1000 gal.
4-30-04 to 6-01-05	$ 11.36	$ 4.38
6-01-05 to 3-07-06	$ 11.47	$ 4.42
3-07-06 to 3-08-07	$ 11.70	$ 4.51

My billing invoice from 3-08-07 to 4-17-07, which is due 5-17-07, did not break down the facility charge and the water rate per 1000 charge.

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The bill only gives the total water charges. Why the change in their billing method?

Present Facility charge	Interim Rate	Proposed Final
$ 11.70	$ 15.45	$ 24.15

From 06-01-04 to include the interim rate increase would be a 36% increase.
From 06-01-04 the proposed final increase would be a 117% increase.
From 04-30-04 to the interim rate of $5.95 per 1000 gal. of water would amount to a 36% increase.

In the petition that Aqua Utilities of FL is stating that they have invested more than $1.5 million in our community infrastructure, which translates to a capital investment of more than $2100.00 per customer. I can only assume $1.5 million divided by $2100.00 per customer would indicate that there are 714 water customers, but I was told that there are only 589 meters actually being read. I cannot be certain of the 714 figure, but I do know that the proposed interim rate increase and proposed final increase can not be allowed to occur. I am opposed to the increase and I do not believe that either the 714 or 589 present water customers should shoulder this increase on their own.

Since my information shows that the actual figure is 589 meters being read, the burden per customer is more substantial than the 714 figure being used by Aqua Util FL.

Example:

714 Customers X $2100.00 = $1,500,000

Presently → 589 customers being read X $2100.00 = $1,237,000

Difference → 263,000 - 18% more increase

I am basing my opinion on the notices mailed to present water customers. If there is more information to the rate increase it was not provided to me.

I am requesting and asking that the Commission will vote "NO" to the proposed rate increase and allow only a minimal increase or find an equitable method for shared sacrifices by others who also benefit from the water and sewer systems in our Sunny Hills, Washington County, FL community.

This letter is a follow-up to a phone conversation made to your department on May 07, 2007, and I am requesting that both become a part of the information presented at the hearing on May 14, 2007.

I would definitely have attended this meeting in person to present my information, but I have a Doctor's appointment in PA and I am unable to be there.

Yours truly
SAMUEL LUCHINI
Samuel Luchini

RECEIVED
07 MAY 21 PM 2:48
COMMISSION CLERK

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION _____

Mr. Kenneth & Mrs. Marie Watts
518 Sparrow Hawk Cove
Chuluota, Florida 32766

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. & Mrs. Watts:

Thank you for your letter dated May 7, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings to be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing.

The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Rendell, Walden)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

Rate Case

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
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June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

May 7, 2007

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07 MAY 10 AM 7:55
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07 MAY 10 AM 9:58
COMMISSION CLERK

Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

RE: Docket Number: 060368-WS

Dear Director,

I am writing in regard to the request to increase the water and sewer rates by Aqua Utilities Florida, Inc. in Chuluota. I would appreciate it if the commission would take a long, hard, fair look at these proposed increases. I feel they are unreasonably high. For the average homeowner to afford these new rates is unbelievable.

We moved here in February of this year. We expected water restrictions of some sort but thought that water rates would be reasonable. After being here only a couple of weeks we started hearing about the terrible water bills from numerous people. When I say terrible I am talking $350 -$400 per month. My husband and I thought "how could this possibly be?" We are finding out the hard way just how bad the situation is.

Our first water bill was $100. Our next bill doubled to $200 with the interim rates. It is just my husband and me and we are conservation-minded with the water we use, in an effort to help preserve Florida's natural resource. We did not budget for a water bill that is hundreds of dollars each month. The proposed water rate is a 167.5% increase over the present rate. The proposed sewer rate is a 205% increase over the present rate. Doesn't this sound excessive? Could you afford this kind of increase in your own personal water/sewer bill?

I realize Aqua Utilities would like us (the customer) to pay for their upgrades but these increases are just too much. My understanding is that the utility does not have that many customers in the state of Florida. Maybe they should expand that number or get out of the business here and let someone that can better handle economy of scale operate the water utility.

We do not have a choice about who provides our water. This water comes from the same Aquifer that neighbors within a mile or two of us consume, but their rates are much more reasonable.

Please consider not allowing the proposed increases of such magnitude. We would like to be able to live in our Chuluota home for a long time to come.

Sincerely,

Ken Watts Marie Watts

Kenneth and Marie Watts
518 Sparrow Hawk Cove
Chuluota, Florida 32766

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COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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COMMISSION CLERK

Public Service Commission

May 18, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Paul & Mrs. Betty Wilmoth
57 Rosalie Oaks Boulevard
Lake Wales, Florida 33898

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. & Mrs. Wilmoth:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

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In your letter, you indicated that not all residents in Rosali Oaks are full-time residents and even when the residences are unoccupied, you still receive a very high bill for water and wastewater service. I would like to take this opportunity to explain why you are assessed charges even when you are away. The water lines that bring water to your home must be continually maintained to ensure they function properly everyday. The utility faces costs to maintain the system and to ensure service is available whenever you turn on a faucet. While you may not require service every day of the year, service must be available at your demand. Most utilities, whether water, electric, or natural gas, operate the same way. A bill will be issued to the customer for a base charge that represents the costs necessary to maintain the system and meet its obligation to provide service whenever the customer requires it.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

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If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Rendell, Lingo, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

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ORIGINAL

RECEIVED
07 MAY 10 AM 9:58
COMMISSION CLERK

DIRECTOR, DIVISION OF COMMISSION CLERK & ADMIN. SERVICES
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD
TALLAHASSE, FL 32399-0807

IN REGARD: DOCKET # 060368-WS

DEAR SIR:

PLEASE HELP US TO NIP THE 220% RAISE IN THE PRICE OF OUR WATER/SEWER RATES . WE TRY IN VAIN TO PREVENT GOING BROKE BY PAYING THE LARGE INCREASES IN INSURANCE, TAXES, UTILITY RATES, CABLE, GAS, ETC. YES, ALL PEOPLE ARE FACING THIS PROBLEM - BUT WHEN IS SOMETHING GOING TO BE DONE ABOUT IT. WE NOT ONLY WILL HAVE THE HIGH RATE OF WATER USAGE WHILE IN RESIDENCE, BUT THOSE OF WHO COME BACK NORTH IN THE SUMMER ARE STILL BILLED AT THE REGUALR RATE FOR WATER WE DO NOT USE AND HAVE TURNED OFF AT THE METER. THIS ALONE SHOULD NOT BE ALLOWED BUT THEN WHO IS RESPONSIBLE FOR CONTROLLING IT - AND IS IT EVEN LEGAL. THE AQUA SOURCE COMPANY HAS CHANGED OWNERS AS MANY TIMES AS THE WEATHER CHANGES.

IN AN EFFORT TO BE BRIEF, JUST LET ME SAY THAT WE NEED YOUR HELP. THE RESIDENTS OF ROSALIE OAKS BLVD, LAKE WALES, FLORIDA AND OTHER USERS OF THIS UTILITY ARE URGING THOSE WHO HAVE THE POWER TO PREVENT THIS HORRENDOUS RAISE. AT THE VERY LEASE, THE RATES COULD BE GRADUALLY PHASED IN WITH MORE ADVANCED WARNING. THANK YOU FOR YOUR TIME AND CONSIDERATION.

SINCERELY,

Paul & Betty Wilmoth

PAUL & BETTY WILMOTH
57 ROSALIE OAKS BLVD
LAKE WALES, FL 33898.

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COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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Public Service Commission

May 18, 2007

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Ms. Joanne Sadowski
112 Silver Oak Drive
Lake Wales, Florida 33898

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Ms. Sadowski:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

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If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Rendell, Lingo, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

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ORIGINAL

This letter is being written in referance to **Docket # 060368-WS**. We are opposed to the hardship that this suggested increase in our base utilities will impose on retired and fixed income residents of Rosalie Oaks. It is an unjust and unfair amount to request. Please do not allow private enterprises to place these burdens on our community, we respect that you are there to protect us from this unreasonable increase.

Sincerely,

Joanne M. Sadowski

Joanne Sadowski
112 Silver Oak Drive
Lake Wales FL 33898

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07 MAY 14 AM 9:39
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Public Service Commission

May 18, 2007

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Mr. & Mrs. McLaurin
4 Rosalie Oaks Boulevard
Lake Wales, Florida 33898

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

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As you can see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Rendell, Massoudi)
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Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ECR

May 1, 2007

To Whom It Concerns;

This letter is being written in referance to **Docket # 060368-WS** . The proposed increase by Aqua Utilities is a completely outrageous amount to suggest to increase our water and sewer bills. It is not even conceivable that a company that provides utilities would be permitted to impose this on our retirement community. If Aqua Utilities feels it needs to replace or update equipment, it is their equipment and they should be the one paying for that capitol expense. Currently Aqua Utilities is collecting a base fee for more than 100 properties in Rosalie Oaks and a very small percentage of the owners there are year round residents, therefore that excess of funds could be used for upgrades.

Why are the retired and on a fixed income long time tax paying Florida residents being penalized in the State of Florida?
Thank you for protecting the rights of Floridas senior citizens.

Sincerely,
Mr. & Mrs. Franklin M. McLaurin
Lot 4 Rosalie Oaks Blvd.

Mr & Mrs. M. M Laurin

M. McLaurin
4 Rosalie Oaks Blvd.
Lake Wales, FL 33898

RECEIVED FPSC
07 MAY -4 AM 8:38
COMMISSION CLERK

CMP ____
COM ____
CTR ____
ECR 1
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RCA ____
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SGA ____
SEC ____
OTH ____

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

RECEIVED
07 MAY 21 PM 2:48
COMMISSION CLERK

Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Nancy A. Pearce
13 Rosalie Oaks Boulevard
Lake Wales, Florida 33898

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Ms. Pearce:

Thank you for your letter dated May 8, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently

invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Rendell, Lingo, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

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June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

13 Rosalie Oaks Blvd, Lake Wales, FL 33898

07 MAY 11 AM 9:
RECEIVED
COMMISSION CLERK

May 8, 2007

Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

Re: Docket No. 060368-WS - Aqua Utilities Proposed Increase

Dear Sir:

First, I cannot believe that an interim rate has already been approved that's over a 100% increase!

Second, I don't know how Aqua Utilities can claim that they acquired this system in August 2003. My first payment to Crystal River was in November 1996. If you call their 800 number today, Aqua Utilities answers. My first payment to Aqua Source was February 2000 - the name change may have come 3 years after that, but I've been paying "Aqua" for 7 years. Did they not set aside ANY money for repairs?

Third, if their $430,000 upgrade "investment" averages $2,200 per customer, that would mean that the final increase of 220% ($122.58 per month) comes to $285,480 per year. Every two years we would be reimbursing them for their upgrade investment. What's fair about that?! Their interim rate comes to $135,790 per year, which means we'd be paying for their upgrade every 3 years at that rate!! That's not even reasonable.

Fourth, in their initial customer notice they state that they replaced deteriorating pipe that carries the waste to the plant. I can tell you for a fact, because their contract repair truck sat in our front yard, that it was not pipe that was replaced! It was the liner.

Fifth, and this may be rumor, but important nevertheless, an Aqua repairman had the water turned off a few months ago. One of the residents ask him how long it would be turned off. The Aqua repairman said it would not be long, but since they will be the ones putting in the water and sewer for the new houses across the canal, when approved, they were putting in a new valve now. Are they trying to get the money out of us for this new venture?

Sixth, our household consists of two retired people, as do most in here. Our mobile home is a single-wide 1980. There are several in here that are older, and also many with only one social security income. We cannot afford to keep paying over and over again for the same repairs, nor can we afford any new ventures not concerning us. Please either decline their application for increase or bring the increase down to a more reasonable percentage, say 10%.

Thank you for your consideration.

Respectfully,

Nancy A Pearce

Nancy A. Pearce

cc: Gov. Crist Cong. Putnam Polk County Commissioners
Bill Bair, Tom Palmer

CMP ____
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COMMISSION CLERK

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Robert & Mrs. Mitzi Partin
87 Rosalie Oaks Boulevard
Lake Wales, Florida 33898

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. & Mrs. Partin:

Thank you for your letter dated May 3, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings be held in your service area. We have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers. The rates provided to you represent what the utility is requesting. The Commission reviews the request and determines whether the amount is justified.

As you can see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Rendell, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

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June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

DISTRIBUTION CENTER
07 MAY -7 AM 7:37

Robert L. & Mitzi Partin
87 Rosalie Oaks Blvd.
Lake Wales, FL 33898

RECEIVED-FPSC
07 MAY -7 AM 10:59
COMMISSION CLERK

May 3, 2007

Div. of Commission Clerk & Admin. Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

RE: Docket #060368-WS

Director:

As a property owner in Rosalie Oaks at Lake Wales, I am writing to protest the rate increase proposed by Aqua Utilities. The interim rate effective this month is a 100% increase and the final proposal over 220% increase in water and sewer rates. The rate will be $122.33 per month- plus the amount of water used. This will be a financial burden to retired people on pensions and working families. The economy will suffer and it will bring down our property values as people will not be able to afford living here.

Please register a complaint on behalf of our community in Rosalie Oaks and bring this to the attention of the Public Service Commission for action against this proposal.

Sincerely,

CMP _____
COM _____
CTR _____ Robert L. Partin
ECR 1 Robert L Partin
GCL 1
OPC _____ Mitzi Partin
RCA _____
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COMMISSION CLERK

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

Edward E. Partin
83 Rosalie Oaks Boulevard
Lake Wales, Florida 33898

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Partin:

Thank you for your letter dated April 30, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings be held in your service area. We have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

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As you can see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Rendell, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

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ORIGINAL

Edward E. Partin
83 Rosalie Oaks Blvd.
Lake Wales, FL 33898

RECEIVED-FPSC
07 MAY -7 AM 10: 59
COMMISSION
CLERK

April 30, 2007

Dir., Div. of Commission Clerk & Admin. Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

RE: Docket #060368-WS

Director:

As a property owner in Rosalie Oaks at Lake Wales, I am writing to protest the outrageous rate increase proposed by Aqua Utilities. The interim rate effective this month is a 100% increase and the final proposal over 220% increase in water and sewer rates! Base rates will be $122.33 plus the amount of water used. These are unheard of rates for water and sewer. This is going to have a very negative effect on the economy and property values in this area.

Please register a complaint on behalf of our community in Rosalie Oaks and bring this to the attention of the Public Service Commission for action against this proposal.

Sincerely,

Edward E. Partin

07 MAY -7 PM 2: 1
FLORIDA PUBLIC SERVICE COMMISSION

CMP ____
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COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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07 MAY 21 PM 2:48
COMMISSION CLERK

Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Zachary Rote
517 Yellow Tail Pl.
Chuluota, FL 32766

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Rote:

Thank you for your e-mail in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your e-mail has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings be held in your service area. We have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

Staff is aware of the customers' concerns over quality of service. The Commission will consider all quality of service issues when making its decision in this rate case. Pursuant to Rule 25-30.433(1), Florida Administrative Code:

The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operations: quality of utility's product (water and wastewater); operational conditions of utility's plant and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of

Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Staff is currently working closely with the Department of Environmental Protection concerning these issues and will address them in its recommendation to the Commission.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

As you can see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Walden)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

Felicia White

From: contact@psc.state.fl.us
Sent: Tuesday, May 15, 2007 8:46 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9179

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Zachary Rote
Telephone: 407-971-9276
Email:
Address: 517 Yellow Tail Pl Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Zachary Rote
Account Number:
Address: 517 Yellow Tail Pl Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Re: Impending Rate Increases and Poor Water Quality (Docket #: 060368-WS)

I recently received notice that Aqua Utilities was petitioning to increase both water and sewage base rates by about 3 times the current rate. I find this unacceptable due to the fact that a) They routinely fail to meet the EPA standards for water quality, b) In the morning hours the water pressure is about 25psi which is not acceptable, and c) we are already paying the highest water rates in the county.

Please take these points into consideration prior to allowing such an inflated rate increase.

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

RECEIVED
07 MAY 21 PM 2:48
COMMISSION CLERK

Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Gary Melendez
109 Lily Drive
Interlachen, Florida 32148

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Melendez:

Thank you for your letter dated May 1, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

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less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

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If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Rendell, Lingo, Reiger)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

ECR

May 01, 2007 Director, division of Commission Clerk and Administrative Service Commission **Docket No. 060368-WS**

- Dear, Sirs. Inregard to the proposed rates and charges. I am an AQUA UTILITIES FLORIDA customer and a concerned resident of the PALM SHORES community. I would like to make a statement on behalf of some of the citizens of the said community. Most of this community are elderly and cannot afford a rate increase, however the propsed rate increase is more than Triple the existing rate! I feel that's a little more than most people of this community can afford keeping in mind of their Very limited incomes, and to those that have sufficent incomes.

- Sincerely, Gary Melendez

Gary Melendez

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

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07 MAY -4 AM 8:36
COMMISSION CLERK

Gary Melendez
109 Lily Drive
Interlachen Fl. 32148

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mrs. Helen Schmidt
48 Rosalie Oaks Boulevard
Lake Wales, Florida 33898

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mrs. Schmidt:

Thank you for your letter dated in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

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If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Rendell, Lingo, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

Rate Case

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
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May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
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June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

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07 MAY 14 AM 7:53

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07 MAY 14 AM 9:38
COMMISSION CLERK

Mrs. Helen Schmidt
48 Rosalie Oaks Blvd.
Lake Wales, FL 33898

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL 3239908

Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

I am a widow lady who is concerned about the request for rate increase on our water and sewer bills. I am upset that such a request of over 220% would even be considered. I heard it was because of the recent maintenance done on the sewer lines down our street. That must have cost an awful lot of money, but you know, nobody else pays for the maintenance on my car when I need to have it done. I am having my neighbor type this out for me so I can express my opinion . I just don't know how in the world I can pay that kind of bill along with my electric and still buy groceries. I just want you to know that I am against the approval of such an increase.

I am asking you to please consider these things and **not allow such an increase as requested by Aqua Utilities.**

Sincerely,

Helen Schmidt

Mrs. Helen Schmidt

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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COMMISSION CLERK

Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Suzanne Strong
114 Rose Briar Drive
Longwood, Florida 32750-2733

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Ms. Strong:

Thank you for your letter dated May 3, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

In your letter, you indicated that your house on Juno Trail is a second home. You also indicated that although your second home is unoccupied most of the time, you still receive a very high bill for water and wastewater service. I would like to take this opportunity to explain why you are assessed charges even when you are away. The water lines that bring water to your home must be continually maintained to ensure they function properly everyday. The utility faces costs to maintain the system and to ensure service is available whenever you turn on a faucet. While you may not require service every day of the year, service must be available at your demand. Most utilities, whether water, electric, or natural gas, operate the same way.

A bill will be issued to the customer for a base charge that represents the costs necessary to maintain the system and meet its obligation to provide service whenever the customer requires it.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes.

Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

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If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Rendell, Lingo, Edwards)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

Rate Case

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June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
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June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

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07 MAY -7 AM 10:59
COMMISSION CLERK

07 MAY -7 PM 2:19

114 Rose Briar Dr.
Longwood, FL 32750-2733
May 3, 2007

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

Re: Proposed Aqua Utilities Rate Increase
Docket No. 060368-WS

Dear Sir or Madam:

As homeowners served by Aqua Utilities, we would like to strongly protest the rate hike proposed by Aqua Utilities. This company services our second home on Juno Trail in the Astor area of Volusia County. The proposed increase for water and sewer together based on meter size for our home is approximately 200%. The proposed increase for "residential use to cap" is also extremely high (213%) – at this rate, the portion of our last bill (covered only 19 days) for sewer gallons only would have been higher by $10. The house was unoccupied for most of this time.

Currently, the water and sewer bill for the home with Aqua Utilities with occasional occupancy is equivalent to the water and sewer rates we pay in a month of normal occupancy at our primary home. When the second home is in use, the water and sewer bill is very high. In comparing the proposed rates to the water and sewer rates we pay for our primary home, it is obvious that the proposed rates are completely out of reason.

Please take this letter of protest into consideration when conducting the hearings on May 16.

Sincerely,

Suzanne Strong

Suzanne Strong

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

KENNETH G & SUZANNE W STRONG
114 ROSE BRIAR DR.
LONGWOOD, FL 32750

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

RECEIVED FPSC
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COMMISSION CLERK

Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. James L. Johnson
1638 Juno Trail
Astor, Florida 32102-7951

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Johnson:

Thank you for your letter dated April 24, 2007 in which you expressed your concerns about the quality of service provided by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Rendell, Lingo, Edwards)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

(850) 413-6900

MAY 21 PM 2:48
COMMISSION CLERK

Public Service Commission

May 18, 2007

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Mr. James L. Johnson
1638 Juno Trail
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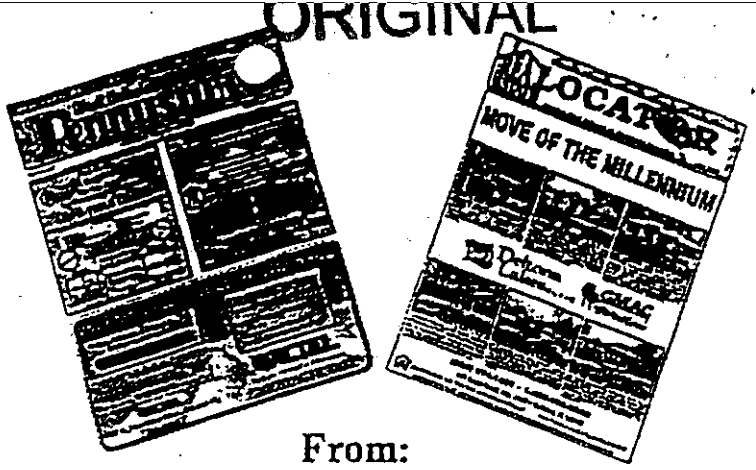
ORIGINAL

FAX TRANSMITTAL LETTER



The West Volusia Pennysaver
and
The Real Estate Locator
245 S. Woodland Boulevard
DeLand, Florida 32720

Date: 4/24/07

To: Public Service Comm.
Docket #060368

From: James L. Johnson
1638 Junotr
Astor Fl. 32102 #0068-45-0030-1-8
386-749-4943

From:

- ☐ DeLand Office (Advertising/Accounting) Phone: (386)736-2880
- ☐ CLASSIFIED ADVERTISING Phone: DeLand (386)736-2880 or Orange City (386)774-2817
- ☒ CIRCULATION DEPARTMENT Phone: (386)736-6269 or (386)736-2880
- ☐ OTHER Phone: (386)736-2880 or (386)774-2817

RECEIVED-FPSC
07 MAY -1 PM 1:32
COMMISSION CLERK

Please find this transmittal letter and 8 additional sheet(s).

Message: Got letter on rate increase - call your toll-free # 1-800 342 3552 about service - man said he didn't know nothing - he said it was wrong # - I read it off to him - he said "I don't know." same as Aqua water they can't help either - they say "I'll take your call a pass it alone - I like to know at these hearing - can I stand and talk about my service?

Reply:

Name of person sending reply:

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

Please Fax Reply to:

- ☐ DeLand Office fax: (386)736-3587
- ☐ Classified Phone Room fax: (386)822-9904
- ☒ Circulation Office fax: (386)736-1416
- ☐ Orange City Office fax: (386)774-5613

SENDER: *COMPLETE THIS SECTION*

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:
AQUA UTILITIES FLA. INC.
ATT. MATHY L. PAPE, ESQUIRE
762 WEST. LANCASTER AVE.
BRYN MAWR, PA
19010

COMPLETE THIS SECTION ON DELIVERY

A. Signature
X
☐ Agent
☐ Addressee

B. Received by (Printed Name)
KNAPP

C. Date of Delivery
NOV 16 2004

D. Is delivery address different from item 1? ☐ Yes
if YES, enter delivery address below: ☐ No

3. Service Type
☒ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? *(Extra Fee)* ☐ Yes

2. Article Number
(Transfer from service label) 7004 0750 0004 0493 2788

PS Form 3811, August 2001 Domestic Return Receipt 2ACPRI-03-P-4081

3

NOTICE OF APPLICATION FOR SALE OF FACILITIES

(Section 367.071, Florida Statutes)

LEGAL NOTICE

Notice is hereby given on August 24, 2004, pursuant to Section 367.071, Florida Statutes, of the application of Florida Water Services, Corporation (Applicant) for the sale to Aqua Utilities Florida, Inc. (Purchaser) of the facilities providing service to the areas listed on the succeeding pages. Please note that this application is not a request for a change in rates.

The full legal descriptions of the service areas are available upon written request to the Applicant at the address listed below.

Any objection to this Application must be made in writing and filed with the Director, Division of the Commission Clerk & Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within thirty (30) days from the date of this notice. At the same time, a copy of said objection should be mailed to the Applicant and the Purchaser whose addresses are set forth below. The objection must state the grounds for the objection with particularity.

David 11/9/04
Told us we had to Fix it

Applicant:

Florida Water Services Corporation
Attn: Melissa Taylor, Esquire
P.O. Box 609520
Orlando, FL 32860-9520

Purchaser:

TO

Aqua Utilities Florida, Inc.
Attn: Kathy L. Pape, Esquire
762 West Lancaster Avenue
Bryn Mawr, PA 19010

610-645-1142

Three years ago, our septic starting Backing up - they Came out 3 Times, and unstopped it. fourth time They dug down to found the concrete ~~had~~ had Busted. So they redone the concrete. paper + Trash would hang upon the concrete then it would Back up.

Three weeks ago it started again; 1st time they call ~~a plumber out~~ out a Roto-Rooter man to upstopped it. we call the next week, they sent a Roto-Rooter Man out. He ~~up~~ unstopped it again. We call last nite at 4:55 - 9/8/04 - Lady said she would take care of it. I call Back on 9/9/04 - They said she didn't put anything

4

FLORIDA WATER SERVICES CORPORATION'S
FACILITIES IN FLORIDA COUNTIES
BEING SOLD TO AQUA UTILITIES FLORIDA, INC
(Continued)

Volusia County
- Jungle Den (water & wastewater):
  - Township 15 South, Range 28 East, Sections 19 & 30
- Tomoka/Twin Rivers (water):
  - Township 14 South, Range 32 East, Section 30;
  - Township 14 South, Range 31 East, Section 25

Washington County
- Sunny Hills (water):
  - Township 2 North, Range 13 West, Sections 1, 4-9, 11-31, 35 & 36;
  - Township 2 North, Range 14 West, Sections 13, 24-27, 34-36;
  - Township 1 North, Range 13 West, Section 2;
  - Township 1 North, Range 14 West, Sections 2 & 3
- Sunny Hills (wastewater):
  - Township 2 North, Range 13 West, Sections 7, 8, 15-22, 28-31;
  - Township 2 North, Range 14 West, Sections 25 & 36

2

In the system, ~~but~~ But she would do it - and have them take care of it today. So I hung up - and call the Supv, and told here what happen - she said she would be sure it was taken care of. I came home at 5:PM - nothing had been done - Saw on of your ~~sup~~ supv in the area, Flag him down - told him about it - said ~~no~~ nobody told him about it? he didn't offer to write the address + phone # down - He told me he was spread thin? I came home to call your # Tried 3 times - it rang - then like somebody would pick up then put the phone down - I call the 4 time they answer - said she would get a Tech on it? I work for the New York Times for 25 years retired - never seen service like this? I shouldn't have to ~~pay~~ pay for water Sewage - since it in my yard, Can't cut the grass their either.

Have a nine day -

Jim Johnson
1638 Juno Tr.
Aster Fl. 32102
386-7494943

O A 11/11/04

TO - KATHY L. PAPE ESquire
742 WEST LANCASTER AVE.
BRYN MAWR PA. 19010

WROTE YOUR LETTER RITE AFTER YOU TOOK OVER THE WATER WORKS; ON THE PROBLEM WE WAS HAVING; YOUR SECTARY CALL TO BE SURE SHE HAD THE RITE ADDRESS; SINCE THEN WE HAVE HAD THE SAME PROBLEM; DURING THE STORM WAS THE WORST; THEY WOULD CALL A PLUMMER TO UNCLOGIT. I HAD TO CALL A PLUMBER, THE SAME ONE THEY CALL BEFORE ON 3 DIFFRENT DATES - HE TRIED TO EXPLAIN TO THEM WHERE IT IS: BUT THEY WON'T LISTEN? THEY TOLD US AFTER THE STORM, THEY HAD HIRED A CONTRACTOR TO COME OUT + FIX IT. BUT SO FAR NO SHOW? 11/10/04 IT BACK UP AGAIN IN THE BATHROOM + THE FRONT YARD - BY THE WAY ITS A PRETTY SITE IN YOUR FRONT YARD 3' FROM THE ROAD. WE CALL 11/10/04 TO REPORT BACK-UP - AGAIN. NOBODY CAME OUT, SO I WENT GOT THE TOOLS AND UNPLUGIT. LATER ON ONE OF YOUR PEOPLE CAME OUT - AND TOLD US THEY WERE NOT GOING TO FIX THE PROBLEM WE WOULD HAVE TO FIX IT. I CALL THE PLUMBER; AND PAY HIM; SEND THE BILL IN WITH PAYMENT - THEY WOULD CREDIT IT AGAINST OUR ACCOUNT. NEVER HEARD OF A BUSINESS BEING RUN LIKE THIS. I CALL THIM AM, TO SEE HOW COME THEY DIDN'T SEND OUT A PLUMBER 11/10/04 TO UNSTOPPED IT - SHE SAID, SHE SENT A WORK ORDER OUT ON IT - BUT WOULD CHECK TO SEE HOW COME NOBODY CALL OR COMES OUT. SHE FOUND OUT THEY TOLD HER THEY WERE GOING TO GET A CONTRACTOR TO FIX IT? WHEN? DO I CONTINUE TO TRY

4 / 13

Toun plug it, or call a plummer & I pay for it?
That sewer is a danger in the yard, it contimant
especially if kids get on them. or dogs lick it?

0068-45-0030-1-8
METER #
RG019373075
As you see I pay for my service

James L. Johnson
1638 Juno Tr.
Astor FL. 32102
386-749-4943

I see you have a lot of employees &
white trucks in the area - I stop & ask em.,
they say they are technician they have no
worker to do that kind of job? Looks like if you
had a crew to that kind of work - it would pay
for it self / and service done faster / better -
I mean they wouldn't even help a 69 year
old man?

Have a nice day
Jim

5

THIS WAS HUNG ON MY FRONT DOOR ON THEIR YELLOW DOOR HANGER.

MR. JOHNSON,

SORRY I MISSED YOU. I DROPPED BY TO FOLLOW UP ON MY PHONE MESSAGE EARLIER TODAY. WE'VE HIRED A CONTRACTOR TO DIG UP AND FIX WHATEVER IS CAUSING YOUR FREQUENT SEWER BACK-UPS. AS SOON AS I HAVE AN EXACT TIME THE WORK WILL BEGIN, I WILL LET YOU KNOW. I CONSIDER THIS A HIGH PRIORITY JOB AND WILL HAVE THE WORK BEGIN AS SOON AS IS HUMANLY POSSIBLE. I APOLOGIZE FOR THE PROBLEMS YOU'VE HAD AND I'M CONFIDENT THEY WILL END SHORTLY

PAUL THOMPSON
FIELD COORDINATOR
AQUA UTILITIES
CELL# 386-937-1143

Bill Johnson

From: Bill Johnson
Sent: *Thursday, March 08, 2007 9:48 AM*
To: 'custserv@aquaamerica.com'
Subject: EMERGENCY

To - Aqua Emergency

From - James L. Johnson
1638 Juno trail
Astor, Fl. 32102-7951
Lot - 0000002 block Jungle Den - Sub. Div.
#000888846-0632150
Home Phone # (386) 749-4943
Cell # (386) 566-2312

I called Thursday 3-1-07, you said they would be here Monday 3-5-07 - nobody shows up. Called again said they would be here 3-7-07 again nobody shows up. Called 4 times 3-7-07 to no Advil. Nobody could help me or would not give me to anybody in charge. Said they would pass the message alone! When can I expect it to be fix. The water main in front yard is BUSTED! Is there anybody at Aqua that can help me? You want me to have someone to fix it and send you the bill? A man by the name of Bors Lester # (386) 329-9601 call and said He would call us Thursday morning at 8:30 AM to say what Aqua would do. So far no call today. ASAP Give me a call Thanks, James L. Johnson

Bill Johnson

From: Bill Johnson
Sent: Friday, March 09, 2007 1:38 PM
To: 'custserv@aquaamerica.com'
Subject: What do I do?

Aqua - What do I do?
Reported 3/1/07- said you would be their 3/5/07 - NO SHOW - said 3/7/07 - again NO SHOW - man came by Thursday 3/8/07 - said would be here this afternoon or Friday on 3/9/07 - NO SHOW - WHAT DO I DO?
From - James L. Johnson
1638 Juno trail
Astor, Fl. 32102-7951
Lot - 0000002 block Jungle Den - Sub. Div.
#000888846-0632150
Home Phone # (386) 749-4943
Cell # (386) 566-2312

You send us information all the time how to save water? Look what you all have wasted in water last 7 days plus other locations. No wonder rates go up. You should do your part. Thanks, James L. Johnson

Show up Fri. afternoon, Fix it. The Ground They Tore up - Had no Grass To Replace it - still no grass.

West Volusia Pennysaver

James L. Johnson
1638 Juno St.
Astor Fl. 32102

~~245 South Woodland Blvd., P.O. Box 3536~~
~~DeLand, Florida 32721-3536~~

Address Correction Requested

UNITED STATES POSTAL SERVICE

0000 32399

THE OFFICE OF COMMISSION CLERK
Florida Public SERVICE Commission
#060368-WS=Docket
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, Florida
32399-0850

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™

RETURN RECEIPT REQUESTED

7005 3110 0002 9484 3124

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

RECEIVED
07 MAY 21 PM 2:47
COMMISSION CLERK

Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

Mr. Gus Alexakos
4625 Windy Lane
Zephyrhills, Florida 33541-2125

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Alexakos:

Thank you for your letter dated May 11, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings to be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less

accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Rendell, Edwards)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

4625 WINDY AVE
ZEPHYRHILLS, FLORIDA 33541
MAY 11, 2007

RECEIVED
07 MAY 14 PM 4:06
COMMISSION CLERK

DIRECTOR, DIVISION OF THE COMMISSION CLERK AND ADMINISTRATIVE SERVICES
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0870

I am Against Any increase in the proposed Water + Sewer rates of AQUA UTILITIES FLORIDA INC. A rate increase would effect 210 homes here in Zephyrshores. They are all owned by senior citizens living on fixed incomes. AQUA Utilities rates are among the highest in Pasco County and throut the State of Florida.

I suggest the Florida Public Service Commission Lower ALL their water and sewer rates to confirm to that of PASCO County water and sewer rates.

ATTACHED COPY OF MY LAST BILL.

Sincerely,

Gus Alexakos - Past PRESIDENT OF ZEPHYRSHORES

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN PASCO COUNTY, FLORIDA BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring this system in July 2004. Since then, the Utility will have invested more than $240,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. The upgrades include installation of a new water supply well, which will eliminate the need to purchase water from Pasco County and reduce the water system's costs. A rate increase is necessary for the Utility to be given an opportunity to

Non-residential	$ 3.93	Non-residential	$ 11.40	$ 10.19	$ 7.01

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

AQUA

Service To:
GUS ALEXAKOS
4625 WINDY LN
ZEPHYRHILLS, FL 33541-2125
Lot: 0000003 Block:

Account Number
000901336 0643998
ZEPHYR SHORES

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 01, 2007	**$ 120.87**	**May 23, 2007**

Meter Data

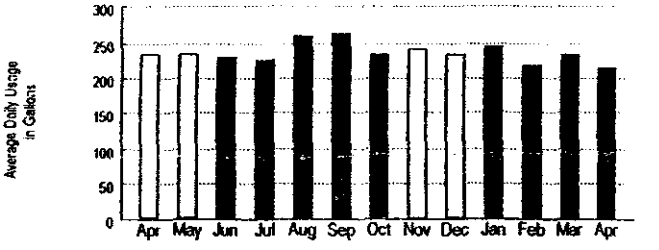
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
76734205	5/8	04/25/07	28	Actual	346000	6,000	Gallons
		03/28/07		Actual	340000		

Average Daily Usage = 214 Gallons Total Days: 28 Total Usage: 6,000 Gallons

Billing Detail

Amount Owed from Last Bill	$ 110.97
Total Payments Received	110.97
Balance	**0.00**
Current Water Charges	37.35
Current Sewer Charges	82.78
Utility Tax	0.74
Amount Due 05/23/07	**$ 120.87**

Water Usage History



Read Types: **Actual** **Estimated** **Customer**

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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Public Service Commission

May 18, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Allen & Mrs. Margaret Christian
103 Rosalie Oaks Boulevard
Lake Wales, Florida 33898

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. & Mrs. Christian:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility

system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Rendell, Lingo, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

This letter is being written in referance to **Docket # 060306-WS** . We are opposed to the hardship that this suggested increase in our base utilities will impose on retired and fixed income residents of Rosalie Oaks. It is an unjust and unfair amount to request. Please do not allow private enterprises to place these burdens on our community, we respect that you are there to protect us from this unreasonable increase.

Sincerely,

Mr. Allen Christian
103 Rosalie Oaks Blvd
Lake Wales, FL 33898

Margaret Christian
103 Rosalie Oaks Blvd.
Lake Wales, FL 33898-8447

Allen Christian Margaret Christian

DISTRIBUTION CENTER
07 MAY 11 AM 7:25

RECEIVED-FPSC
07 MAY 11 AM 9:32
COMMISSION CLERK

CMP ____
COM ____
CTR ____
ECR 1
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OPC ____
RCA ____
SCR ____
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SEC ____
OTH ____

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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07 MAY 21 PM 2:47
COMMISSION CLERK

Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

Ms. Janet Cosgrove
2450 NE 40th Street
Ocala, Florida 34479

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Ms. Cosgrove:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility

system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Rendell, Edwards)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

C Ms. Janet Cosgrove
2450 NE 40th St
Ocala, FL 34479

ORIGINAL

SJRWMD
MAY 01 2007
CENTRAL RECEIVING

Legal Notice

Notice of Commission Customer Service Hearings

RECEIVED FPSC
07 MAY -7 AM 10:18
COMMISSION CLERK

RE: Application by Aqua Utilities Florida, Inc. (Utility) for rate increase in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. (Docket No. 060368-WS)

Date of Publication: April 20, 2007

Notice is hereby given that the Florida Public Service Commission will hold customer service hearings in the above-referenced docket to consider the Utility's application for an increase in water and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. The purpose of the customer service hearings is to allow customers the opportunity to comment on the Utility's proposed final rates or service. The nearest customer service hearing to you will be conducted at the following times and places:

Date and Time: May 16, 2007 at 10:00 a.m.
Place: St. Johns Water Management District
Resource Management Building Rooms 136A&B
4049 Reid Street
Palatka, FL 32177

Date and Time: May 16, 2007 at 6:00 p.m.
Place: City Commission Chambers
Gainesville City Hall
200 East University Avenue
Gainesville, FL 32601

Palatka is nearest to me, but since I have to rely on someone else to drive me. My comment is: we who are on fixed income (that gives no pay raises, ever) can't you freeze our rates? The telephone company freeze their rates + many other states freeze for the elderly or fixed income persons. If I make long distance calls, I pay for that, & if I put in a swimming pool, etc, I would pay for that.

At the hearing, customers will be given opportunity to present testimony and other evidence concerning the Utility's proposed rates or service. All witnesses shall be subject to cross-examination at the conclusion of their testimony.

Any customer comments regarding the Utility's service or the proposed rate increase should be addressed to the Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Such comments should identify Docket No. 060368-WS, assigned to this proceeding.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Commission's Division of Regulatory Compliance and Consumer Assistance at 800.342.3552 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 800.955.8771 (TDD).

I called this number get no answer to my question, just a recorded message.

CMP
COM
CTR
ECR 1
GCL 1
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RCA
SCR
SGA
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OTH
DISTRIBUTION CENTER
07 MAY -7 AM 11:

Please try your best to help us or like many others just stay dirty — some homes are being ruin because of a lack of water. Please, please

27 April 2007

AQUA.

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

PRE-SORTED
FIRST CLASS
U.S. POSTAGE
PAID
AQUA UTILITIES
FLORIDA, INC.

19399

5-DIGIT 34479 1347
JANET COSGROVE
2450 NE 40TH ST
OCALA, FL 34479-8902

Janet M Cosgrove
352-867-1592

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

RECEIVED
07 MAY 21 PM 2:47
COMMISSION CLERK

Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Everett Gillilan
1317 Primrose Lane
Lancastor, Wisconsin 53813

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Gillilan:

Thank you for your letter dated May 1, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings be held in your service area. We have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

As you can see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Devlin, Willis, Rendell, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
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June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

07 MAY -7 PM 2:19

RECEIVED FPSC
07 MAY -7 AM 10:59
COMMISSION CLERK

DISTRIBUTION CENTER
07 MAY -7 AM 8:01

1317 Primrose Ln.
Lancaster, Wi.53813
May 1, 2007

To: Dir., Div. of Commission Clerk
& Adm. Services

Re: Docket #060368-WS

We are property owners in the Rosalie Oaks Sub-Division of Lake Wales, Fl. and are winter residents there for three or four months. We have been notified by our Assn. Pres. that our water supplier, Aqua Utilities, has applied for a rate increase which would amount to over 200%.

We think this is excessive and if thiss is approved we would list our property for sale and take whatever we could get for it. Most of the residents in this Sub-Div. are winter resdidents on a fixed income snd this would impose a severe hardship on them. I am sure no one would complain if there was a reasonable increase but 200% is ridiculous.

Please see what you can do to prevent this excessive increase.

Thank you.

Sincerely,

Everett Gillilan

CMP ____
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GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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07 MAY 21 PM 2:47
COMMISSION CLERK

Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Frank & Mrs. Shelby Hodge
50 Rosalie Oaks Boulevard
Lake Wales, Florida 33898

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. & Mrs. Hodge:

Thank you for your letter dated May 4, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

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If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

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June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

DISTRIBUTION CENTER

07 MAY 10 AM 7:57

RECEIVED-FPSC
07 MAY 10 AM 9:58
COMMISSION
CLERK

Hamilton F. Hodge
50 Rosalie Oaks Blvd.
Lake Wales, FL 33898
May 4, 2007

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL 3239908

Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

My husband and I feel that the proposed increase in the current water and sewer rates of over 220% is absolutely unacceptable. This excessive increase would cause a hardship for all of us on a fixed income and most certainly cause major concerns for our widow ladies on this street. Our small subdivision of one long street, with a short side street, consist of small mobile homes of retirees who fish for leisure at the nearby lake. We all live off Social Security and/or Retirement Income. Anyone can tell you the yearly increase does not even compare with such a request for increase of water and sewer rates. An increase like that would make the cost of water and sewer be more than our electric bills and would devastate this community. We already have seen a For Sale sign put in a yard up the street from us.

We are asking you to please consider these things and **not allow such an increase as requested by Aqua Utilities.**

Sincerely,

Frank Hodge
Shelby Hodge
Frank and Shelby Hodge

CMP ____
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GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

RECEIVED-FPSC
07 MAY 21 PM 2:47
COMMISSION CLERK

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. David & Mrs. Annie Hudson
8229 Pleasant Lane
Riverview, Florida 33569

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. & Mrs Hudson:

Thank you for your letter dated April 28, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

As you can see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Rendell, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

ORIGINAL

DISTRIBUTION CENTER
07 MAY -7 AM 7:48

RECEIVED FPSC
07 MAY -7 AM 10:59
COMMISSION CLERK

Director
Division of Commission Clerk
Administrative Services
Florida Public Service Commission
2450 Shumard Oak Blvd.
Tallahassee, Florida 32399-0870

This Letter is Regarding the Following:

Increase in Water & Sewer Rates
@ Rosalie Oaks Subdivision
Lake Wales, Florida 33989

Director,

Enclosed with this letter you will find the letter that was sent to all of the Homeowner of our development. There are approximately 130 residents (lots) in our development, most of which are elderly and/or infirm. The residents are on a very limited amount of money they live on and have to limit the amount of money that is spent on each and every item per month. This of course includes electricity, water, sewer, medical, food, property insurance, homeowners insurance, and for a few a car payment. Right now they are possibly paying anywhere from ; and this is a rough guess, anywhere from $35.00 to 70.00 per month for their utility bills (water and sewer) and to have that raised to approximately $122.33 per month if not more is absolutely absurd. Where in the world do the Politicians who make thousand upon thousand of dollars a year-which I might add are paid by these very people-the Taxpayers– where do they think these fixed income people are going to ge this money– go out and pick it off a money tree? You are looking at a **220% Increase!!.** The Docket # on this item is **#060368-WS.**

We have been ask by our Homeowners Association President, Mr. Frank Hodge, 50 Rosalie Oaks Blvd., Lake Wales , Florida 33985 to write you a letter and to attend the first meeting that is schedule for June 13th. My husband and I will be doing so. Any help or attention you can give this matter will be greatly appreciated.

CMP ____
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RCA ____
SCR ____
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OTH ____

I will be forwarding a copy of this letter to the Governor, to Congressman Adam Putnam. I will also be calling the Division of Regulatory Compliance at 800-342-3552.

Enclosed you will find a copy of the Important Notice Postcard that I received today from my Homeowners Association President, Mr. Frank Hodge at 50 Rosalie Oaks Blvd., Lake Wales Blvd. 3389.

Again Thank You for your time and consideration in this mater.

Annie Lee Hudson — 4-28-07

Annie Lee Hudson — 4-28-2007

David M. Hudson — 4-28-07

David M. Hudson — 4-28-2007

Hudson
#94 Rosalie Oaks
C/O 8229 Pleasant Lane
Riverview, Fl. 33569

Frank Hodge
50 Rosalie Oaks Blvd
Lake Wales, FL 33898

26 APR 2007 PM 2 L

USA 24

David & Annie Hudson
8229 Pleasant Ln
Riverview, FL 33569

934767

Ann Cole

ROSALIE OAKS PROPERTY OWNERS ASSOCIATION
IMPORTANT NOTICE!

Aqua Utilities has applied for an increase in water & sewer rates. You probably got a copy of this notice; read it carefully. By Oct. 2007 our final rate increase will be **$122.33 per month** ($21.75 water; $100.58 sewer) - over 220%. The interim rate effective 4/12/07 is $58.03 - over a 100% increase! The Trustees have sent a letter of protest to the Florida Public Service Commission with copies to the Governor, Cong. Adam Putman, Polk County Commissioners and the Attorney General. The first hearing is June 13 in Lakeland; the final hearings are Oct. 24-26 & 29-30 in Tallahassee. We need your help! Attend if possible. Please send letters to: Dir., Div. of Commission Clerk & Admin Services, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0870 - refer to **Docket #060368-WS**. You can also call the Div. of Regulatory Compliance at 800-342-3552.

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07 MAY 21 PM 2:47
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CLERK

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. William E. Donovan
24 Brigadoon Circle
Leesburg, Florida 34788

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Donovan:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings to be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range.

As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous

rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Rendell, Edwards)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

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07 MAY 14 AM 7:52

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07 MAY 14 AM 9:37
COMMISSION CLERK

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

R: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.
The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely

William E. Donovan
Charlotte E. Donovan

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SGA ____
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★★★★★ USA ★★★★★

Mr. William E. Donovan
24 Brigadoon Cir.
Leesburg, FL 34788

★★★★★★★★★★★★★★★

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

Ms. Leslie Curry
294 Osprey Lakes Circle
Chuluota, Florida 32766

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mrs. Curry:

Thank you for your letter dated May 8, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings to be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

Staff is aware of the customers' concerns over quality of service. The Commission will consider all quality of service issues when making its decision in this rate case. Pursuant to Rule 25-30.433(1), Florida Administrative Code:

> The Commission in every rate case shall make a determination of the quality of service provided by the utility. This shall be derived from an evaluation of three separate components of water and wastewater utility operations: quality of utility's product (water and wastewater); operational conditions of utility's plant
>
> and facilities; and the utility's attempt to address customer satisfaction. Sanitary surveys, outstanding citations, violations and consent orders on file with the Department of Environmental Protection (DEP) and county health departments or lack thereof over the preceding 3-year period shall also be considered. DEP and county health department officials' testimony concerning quality of service as well as the testimony of utility's customers shall be considered.

Staff is currently working closely with the Department of Environmental Protection concerning these issues and will address them in its recommendation to the Commission.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially

affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Rendell, Walden)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

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May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

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07 MAY 10 AM 9:58
COMMISSION CLERK

Mrs. Leslie Curry
294 Osprey Lakes Circle
Chuluota, FL 32766
May 8, 2007

Florida Public Service Commission
Attn: Director, Division of the Commission
Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Re: Aqua Utilities Florida, Inc. – Petition for Rate Increase
Docket No. 060368-WS

Dear Commission Director:

We received a notice recently that Aqua Utilities Florida, Inc. has filed a petition for a rate increase with the Florida Public Service Commission. We are adamantly opposed to the rate hike being approved for several reasons. Many Aqua Utilities Florida customers in the Seminole County area are already paying the highest water and wastewater rate in Central Florida, including our family. For the past 3 years we have received water bills which are almost three times higher than water bills we received at our last residence in the Winter Park, Florida area (less than 15 miles away) for the same volume of water usage. Additionally, we are concerned about the quality of water Aqua Utilities Florida has been providing our homes at this high rate. For a number of consecutive months we have been receiving Public Notices that Aqua Utilities Florida is in violation of approved water quality standards (exceeding the TTHM threshold) which can pose a threat to human health. While they claim that they have invested around "...$5 million in our community's infrastructure," we have not realized an improvement in our water quality. On a number of occasions we have called Aqua Utilities Florida to report an unusually overwhelming smell and taste of excess chlorine in our water and we have had to resort to purchasing drinking water on many occasions.

For these reasons, we implore the Florida Public Service Commission to deny Aqua Utilities their rate hike request and to further hold them accountable to at least meet required State water quality standards before a rate hike can be considered.

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SEC ____
OTH ____

Sincerely,

Leslie Curry

Leslie W. Curry
Customer of Aqua Utilities Florida
Seminole County, Florida

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07 MAY 21 PM 2:47
COMMISSION CLERK

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Edward & Mrs. Jeanine Fillor
711 Brigadoon Circle
Leesburg, Florida 34788

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. & Mrs. Fillor:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings to be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

We understand your concerns regarding Aqua's proposed increases. Aqua filed for interim relief. In accordance with Section 367.082, Florida Statutes, the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range.

As the time frame to process the interim request is 60 days, the statute dictates that the company make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]lerk
Division of Economic Regulation (Rendell, Edwards)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

DISTRIBUTION CENTER
07 MAY 14 AM 7:44

RECEIVED-FPSC
07 MAY 14 AM 9:37
COMMISSION CLERK

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

R: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.
The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely

Edward & Jeanine Fillor
711 Bugadoon Circle
Leesburg, Fl 34788
Scottish Highlands Resident

CMP ____
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COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

RECEIVED FPSC
07 MAY 21 PM 2:47
COMMISSION CLERK

Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Donald Block
33 Rosalie Oaks Boulevard
Lake Wales, Florida 33898

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Block:

Thank you for your letter dated May 6, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility

system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: O[redacted]
Division of Economic Regulation (Rendell, Lingo, Massoudi)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

DISTRIBUTION CENTER

07 MAY 10 AM 7:58

Donald Block
33 Rosalie Oaks Blvd
Lake Wales, Fl 33898
May 6, 2007

RECEIVED
07 MAY 10 AM 9:58
COMMISSION CLERK

IN Regard to Docket # 060368-WS

To whom it may concern,

We are PROTESTING the proposed rate increase in the water and sewer rates that Aqua Utilities has applied for with the Florida Public Service Commission.

A burden will be put on ALL the customers of Aqua Utilities.

Please deny this petition as it is exorbitant and an unacceptable rate increase.

Thank you.

Sincerely,

Donald E. Block

Donald E. Block

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SCR ____
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ORIGINAL

May 9, 2007

RECEIVED FPSC
07 MAY 21 PM 12:15
COMMISSION CLERK
DISTRIBUTION CENTER

TO WHOM IT MAY CONCERN:

Re: Docket #060368-WS

Having recieved notice of a rate increase request ~~XXXX~~ by Aqua Utilities on water and sewer rates at Rosalie Oaks Subdivision, we strongly object to such an enormous rate increase.

As retirees on a fixed income, we only use our property in the subdivision about 3 weeksends per month. Also several widows are in this subdivision and this increase would put a hardship on them. Please take this into consideration when you review this application.

Respectfully,

Charles L. Bass
Charles L Bass

Gwendolyn Bass
Gwendolyn Bass

Lot #78
Rosalie Oaks Blvd.
Lake Wales, Fl 33898

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Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 MAY 21 PM 12:13
COMMISSION CLERK

ORIGINAL

Name Ethelyn J. Edel

Address 5063 SW 69th Terr
Gainesville Ft 32608

352-326-2165

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

CMP
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CONSUMER COMMENTS

To whom it may concern this new Company Aqua has done Nothing to improve our water, it still smells like swear and Beach at times we dont drink it unless we have To. The Bills are over The Top now I am on SSD. I have COPD and I can only send so much on on my bill well every month There is no record of my Payment & they charge 13.00 + 56.00 even if your water is ~~[illegible]~~, hasnt been Turned off Because when I call They say your water wasn't Turned off when I say No, they say Nothing half the Time No one reads The meters They say they do they just want you To pay what They they think you need To Pay, They Never Tell you when They are Turning off the water,

When we had The Hurricanes & No Water For 3 weeks I called To ask when we was going to to get water I was Told I dont Live there and I really dont care, and for these New meters I was Never Notified that They installed Them and They was running, the fact I dont think anyone was

I had recieved a big big Bill and requested someone To come out & redd my meter well, They Never Notified me when they came out and I was doing dishs & washing Cloths & he Told Them I had a may jore Leak in my house, and They have moved Aqua so many Times we Never know who well have it now because They are in North they can make Big money off us poor unable To work & elderly people in Florida, we are all Not movie stars or Rock stars or rich people we are working people who work from check to check day to day to keep food & lights on the Table for our kids to eat & Learn

Fold and tape - see back for address

Ethelyn J Eckel
5013 SW 69th Terr
Gainesville FL 32608

USA FIRST CLASS

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

32399-0850-39 C001

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07 MAY 21 AM 7:58
DOCUMENT MANAGEMENT CENTER

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GAINESVILLE FLORIDA
FL 326 2 1
18 MAY 2007 PM

ORIGINAL

RECEIVED-FPSC
07 MAY 21 PM 12: 13
COMMISSION
CLERK

May 16, 2007

Director
Div. of Commission Clerk & Admin. Services
Fl Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Fl. 32399-0870

Re: Docket #060368-WS Property 67 Rosalie Oaks Blvd Lake Wales, Fl. 33898

We are objecting to the huge raise in the water/sewer bill. We are on a fixed income (social security). A raise in the bill will be very difficult for us. We have had an insurance rate hike and a property tax hike and now this huge raise in the water/sewer bill. We are asking that you do not allow this rate increase.
We have a scheduled trip out of town the week in June for the meeting but we want our voice of objection heard in this meeting

Mary Pierce

Jim & Mary Pierce
POB 261
Mulberry, Fl. 33860
863-647-3318

ORIGINAL

DISTRIBUTION CENTER
07 MAY 21 AM 7:49
RECEIVED-FPSC
07 MAY 21 AM 10:06
COMMISSION CLERK

KIM
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee Fl 32399-0870

May 18, 2007

I am a concerned customer of Aqua Utilities!

I do NOT approve of a proposed rate increase for Aqua Utilities:

Docket # 060368-WS

There are a variety of rates and ours seems very high end.

Thank you for your attention to this matter.

Sincerely,

Jimmie Jo Hixon

Jimmie Jo Hixon
28832 Tammi Drive
Tavares, FL 32778
1-352-343-5913

CMP ____
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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 MAY 21 AM 10:02
COMMISSION CLERK

Name Betty Thompson

Address 132 Reaves Ave.
Interlachen, FL. 32148

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

We can understand Five or Ten dollar increase, but not double. We have to buy water to drink, because the water taste funny. We're on a fixed income, and can't afford a water bill that high.

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Fold and tape -- see back for address

Betty Thompson
132 Reaves Ave.
Interlachen, FL 32148

JACKSONVILLE FL 322

15 MAY 2007 PM 6 L

USA FIRST CLASS FOREVER

07 MAY 21 AM 8:03

RECEIVED

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

32399-0850

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
07 MAY 21 AM 9:53
COMMISSION CLERK

Name George + Lucy Taylor

Address 1769 Quintana Ct.
Ocoee, Fl 32428

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

The water is unfit to drink we buy Bottle Water to drink.
the water is so dirty we have to buy water to go in My Husbands Oxygen Machine
our water is dirty some times the pressure is so bad you can hardly get water.

our Bill is to high NOW for just to People on a fixed income

Fold and tape -- see back for address

George R. Saylor
1769 Quintana St
Chipley, FL 32428

GMF BAY COUNTY
FL 324
18 MAY 2007 PM

DISTRIBUTION CENTER
07 MAY 21 AM 8:11

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

32399+0850

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Tape

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ORIGINAL

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED
07 MAY 21 AM 9:49
COMMISSION CLERK

Name Mr & Mrs W. E. Holmes

Address 1769 Quintara Court

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

The water is dirty. Everyone who lives here buys bottled water to drink. The system needs strainers or something!

We are very thrifty with water. We are retired on a fixed income. Our grass is dying or dead because we can not afford to water it. It is just my husband and I. and our bill runs around $88 per month.

Our friends in Panama City, Pensacola & Dothan do not have a water bill that high!

We walk & we find faucets leaking on vacant lots. We phone to report it using the phone # in the Sunny Hills paper & we are told that number is no longer in use.

Thanking you in advance,
Charlotte R. Holmes

CMP
COM
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Fold and tape -- see back for address

Mrs. Charlotte Holmes
1767 Quintara Ct.
Chipley, FL 32428

ABCF

USA First-Class

PENSACOLA FL

MAY 21 AM 8:00

CENTER

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

32399+7019-40 C001

Fold Here

Poor service - We walk & we find roadway faucets leaking. We phone to report it using the phone in the Sunny Hills paper. We are informed that the number is no longer in service! We do not water the yard & we are very thrifty with water. Our utility bill is still much higher than our friends in Panama City etc, who water yards etc. The filters need replacing. We found ground up leaves etc coming out of the faucets etc.

filters or strainers

Charlotte R. Holmes
1767 Quintara Court

Tape

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ORIGINAL

RECEIVED-FPSC
07 MAY 21 AM 9:56
COMMISSION CLERK

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name Donald + Retta Gray

Address 107 Lockport St.
Sebring FL 33876

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

Aqua Utilities deserves an increase, perhaps to the interim rate, but NOT triple!

Thank you,

Retta Gray

CMP
COM
CTR
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GCL 1
GPC
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SCR
SGA
SEC
OTH

Fold and tape -- see back for address

D+R. Gray
107 Rockport St.
Sebring FL 33876

STA

USA FIRST-CLASS FOREVER

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

DISTRIBUTION CENTER
07 MAY 21 AM 8:10

32399+0850-99 C001

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ORIGINAL

RECEIVED-FPSC
07 MAY 21 AM 10: 05
COMMISSION
CLERK
DISTRIBUTION CENTER
07 MAY 21 AM 7: 56

Director, Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2450 Shumard Oak Boulevard,
Tallahassee, Fl 32399-0879

Re: Aqua Utilities Florida
Proposed Rate increases
DOCKET # : 060368-WS

Dear Sir/Madam:

Enclosed is a copy of a proposed rate increase in my water/sewer bill. If I am reading it correctly, my bill is about to increase almost 300%. According to my calculations this means that Aqua Utilities would completely recoup their stated capital investment in improvements in Kings' Cove in less than two years.

Present average rate combined water/sewer:	$17.36
Proposed final rate	51.41
Difference:	**34.05/month**

Aqua Utilities stated average capital improvement per customer:	$750.00

$750 divided by $34.05 is 22.03.

Are the rates going to go back down after this 22 months?

Joan G. Shook
5239 Magnolia Ter.
Fruitland Park, FL 34731

CMP ____
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BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN LAKE COUNTY, FLORIDA
BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in January 1999, and this is the Utility's first rate request since acquiring these systems in August 2003. Since then, the Utility will have invested more than $315,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of more than $750 per customer. The upgrades also include installing safety and security equipment at the wastewater treatment facility to comply with federal regulations. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Lake County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Lake County Library
312 W. Main Street
Tavares, Florida 32778
Phone: 352.253.6180

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – June 27, 2007 at 10:00 a.m. and 6:00 p.m., at the Mount Dora Community Center Auditorium, 520 Baker Street, Mount Dora, Florida 32756.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below.

KINGS COVE MONTHLY WATER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 8.12	$ 11.40	$ 21.38
	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	$ 1.31	$ 1.83	
< 6,001 (Residential)			$ 2.27
Over 6,000 (Residential)			$ 2.84

KINGS COVE MONTHLY SEWER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 9.24	$ 13.67	$ 30.03
	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	10,000	10,000	6,000
Residential use to cap	$ 3.24	$ 4.80	$ 10.97

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Sunday, May 20, 2007 8:03 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9271

CMP
COM
CTR
ECR 1
GCL 1
GPC
PCA
SCR
SCA
SEC
OTH

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Mark McGrath
Telephone: 407-468-7552
Email: msminfl@aol.com
Address: 616 Red Pepper Loop Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Mark McGrath
Account Number: 0009057790648201
Address: 616 Red Pepper Loop Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I would like to register my complaint concerning the rate increase by Aqua Utilities in Seminole County, specifically in communities off Snow Hill Rd. According to the letter sent to homeowners, by Aqua Utilities, our rate will almost triple very soon. That equates for me and my family a near future water bill of $369 per month or more. If you add the timing of this increase for homeowners to gas prices rising to over $3 a gallon at the pump and mortgage rate increases for those who took out adjustable rate mortgages 2 years ago it is a perfect storm for a financial disaster.

Also, how is it that the older existing homes serviced by Aqua Untilites, in Chuluota, have water bills averaging $50 or less? One homewoner who has been living in Chuluota for many years serviced by the same water plant as homeowners off Snow Hill Rd. said he pays around $20 a month for water. As a matter of fact he also stated his water meter is so over grown with grass it has not been checked in years! This needs to be investigated.

We already have been swallowing extremely high water rates for the past 3 years and now Aqua Utilites wants to triple the cost. Please! I am a business man and I under stand profits are important to survival of any business but do not insult my intelligence when you think howowners will not say a word about a obvious increase to increase profits for to show your investors you are making a profit at the expense of people you hold a monopoly over. This practice is not reflective of any fair and equitable business practive I have been taught. Aqua Utilites bought water plants in Florida with a business plan to get as much profits out of howeowner as possible untill homeowners scream. We are screaming! Remember the energy crisis in California and how Power Companies fooled the state California in believing there was a shortage of power. If my memmory is correct most of those power executives are in jail.

Please help us fight this increase. We do not have a choice to but to fight because we do not have a choice of water providers.

Thank you!

Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Saturday, May 19, 2007 1:49 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9267

CMP
COM
CTR
ECR 1
GCL 1
OPC
PCA
SCR
SGA
SEC
OTH

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Michael Tingle
Telephone: 407-977-2070
Email: mtingle@cfl.rr.com
Address: 390 Medallion Place Chuluota 32766-6016

BUSINESS INFORMATION

Business Account Name: Michael Tingle
Account Number: 0008991550641909
Address: 390 Medallion Place Chuluota Florida 32766-6016

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Aqua Utilities is proposing raising my 5/8 meter size rate 267% times the current rate. This is totally unacceptable. A moderate increase comparable to the rate of inflation as other utilities would be expected, but this is ridiculous. The water pressure in the early mornings of my neighborhood is already very low (as low as 25 psi). What will the pressure be when more homes are built in the surrounding area? Now they are asking for a nearly 3 times rate increase. That is a joke!

Their public notice states a rate increase is necessary to compensate them for the $5 million investment made to the infrastructure. Yet Aqua's own pollutant reports state that the water still has contaminants in it. The maximum contaminant level for trihalomethanes recommended by the Environmental Protection Agency is 80 micrograms per liter. Aqua?s first quarter 2007 sample was 161.5 (more than double the maximum). The third quarter 2006 sample was 127.3. It doesn?t appear to me that their infrastructure improvement is working.

The Local residents didn't ask for them to make the investments. That was their choice. I have a newer home and my neighbor only a mile away is paying much less than I am for water/sewer service. Why aren't the rates and fees universal within the county? Why isn't anyone investigating these discrepancies? Please help keep our rates competitive with other counties and cities in the Central Florida area. Could you afford a 267% increase in your water bill? I can't and my neighbors can't either. Please deny Aqua Utilities their rate increase. Thank you for your support and your prompt action is greatly appreciated.

Timolyn Henry

From: Consumer Contact
Sent: Saturday, May 19, 2007 1:37 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9266

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Frank Burton
Telephone: 407-359-6618
Email: frankob3@msn.com
Address: 390 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Frank Burton
Account Number: 000899157 0641911
Address: 390 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Totally excessive prices for completely subpar service. 060368-WS

The water quality consistently fails to meet minimum requirements by EPA standards. We are paying much more than any of my colleagues that I have polled living in Seminole and Orange County. So, we are basically paying significantly more to be slowly poisoned.

What are our alternatives? Can we switch to a different Water company?

PSC was contacted previously

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
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RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Saturday, May 19, 2007 12:41 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9265

CMP
COM
CTR
SCR 1
SCL 1
CPC
ECA
SCR
SGA
SSC
OTH

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Francis Tran
Telephone: 407-687-5656
Email: francismtran@hotmail.com
Address: 359 Velveteen Pl Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Francis Tran
Account Number:
Address: 359 Velveteen Pl Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Hi,
Our family lives in a resident division named "The Trails: The Reserves" for more than 4 years and I have been a resident of Florida for more than 7; and my family has never experienced an outrageous and extremely horrible water service such as Aqua Water Utilities. They have continually issue the highest billing rates in the town of Chuluota and the poorest quality of water and customer service my family has ever experience. Our neighbors and neighboring communities who have Aqua Water Utilities agree on the same issues. We are consistently charged an outrageous amount of money compared to Chuluota's older community which is more than 150%!!! Our family faithfully abides by the State of Florida's Water Regulations and practice water conservation methods to reduce the amount of water use but we continually receive water bills with 115.00 to 160.00 dollars due balance! We also notice a very strong scent of chlorine in our water and received warnings on hazardous (cancer) effects of the drinking water. It is frustrating to receive letters from Aqua Water Utilities on raising rates and warnings of the drinking water quality due to poor water treatment methods. It is appears that in a few months, our community will be billed by Aqua Utility Utilities 300 dollars for drinking their cancer inducing water!!! Their customer service is equally horrid and unhelpful as their service, in which they speak in condescending tones in which they feel we as a customer do not have a right to call them! My family and community are extremely upset with this company and felt these should be reported to our elected officials and authoritative organization. Please take notice because it is important for our community to fight against this bullying company for what is essential to live in this Great Country and State. Thank you for your time and efforts.

Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Saturday, May 19, 2007 9:14 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9263

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Angel Maray
Telephone: 407-971-3870
Email: awmaray@bellsouth.net
Address: 279 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Angel Maray
Account Number: 0008938700636859
Address: 279 Velveteen Place Chuluota fl 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I am beyond fed up with Aqua Utilities. Their water rates are astronomical and now they tell us they are raising our rates substantially. Then we find out that it seems they have been giving us substandard water. It seems like this company is able to do whatever they want to the public and get away with it. To make matters worse it seems that the people that are suffering this ridiculous water rates are the people that have bought new homes in the Chuluota area over the last 4 years. It is my understanding from the people that live in the older area of Chuluota have reasonable water rates. Why is it that only one group of new home owners are being punished with these high rates. Something or someone has to help us. There has got to be a way to get our water/sewer rates under control. The city of Oviedo which is not even a mile and a half from us has better rates. Why is aqua Utilities being allowed to exploit us in this way??

Sincerely
Angel Maray

CMP
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CTR
ECR 1
GCL 1
OPC
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SEC
OTH

Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Friday, May 18, 2007 8:23 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9259

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: scott sinclair
Telephone: 4073596446
Email: ssinclair@athletics.ucf.edu
Address: 617 Red pepper Loop Chuluota 32766

BUSINESS INFORMATION

Business Account Name: scott sinclair
Account Number:
Address: 617 Red pepper Loop Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
PLEASE HELP!!!!!
Aqua Utilities is trying to raise rates and the service they provide is horrible. The water here is BAD and we can't afford to pay more for water. They are looking to triple our rates for bad service, low water pressure, water contaminats, poor customer service, and questionable billing, just to name a few.

PLEASE HELP!!!

CMP
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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 17, 2007 4:11 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9216

Please add to docket file.

-----Original Message-----
From: Consumer Contact
Sent: Wednesday, May 16, 2007 3:18 PM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9216

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

To CLK 060368
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 16, 2007 3:16 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9216

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Theodore & Rhonda Lujan
Telephone: 407 366-5100
Email: rhondalujan@aol.com
Address: 275 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Theodore & Rhonda Lujan Account Number: 000893748 0636743
Address: 275 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
DOCKET # 060368-WS & Chuluota is the service area.

Why is my water bill so high? I have heard that older Chuluota pays a lot lower rate than the newer communities do? That's not fair! I have never heard of this happening in other cities like Oviedo or Winter Springs, etc. It's discrimination if you ask me. If Aqua Water can't afford to provide Chuluota residents with affordable water, why can't we have a different provider or just do not allow them to charge its residents astronomical rates!! Can someone please help us!!!!!

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 17, 2007 4:10 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9208

Please add to docket file.

-----Original Message-----
From: Consumer Contact
Sent: Wednesday, May 16, 2007 2:59 PM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9208

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

To CLK Docket 060368
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 16, 2007 10:24 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9208

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Valerie Sommerville
Telephone: 407-325-9047
Email: vsommerville@hotmail.com
Address: 516 Yellow Tail Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Valerie Sommerville Account Number: unavailable at the time
Address: 516 Yellow Tail Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Reference Docket #: 060368-WS and Chuluota as the service area.
I have had water services at properties in Casselberry and Geveva.
The increase proposed from this company in the Chuluota area should be against the law.
My current bill serving two adults and two evening waterings of a 1/4 acre lot is currently $100 per month more expensive than the home I just moved from in Casselberry.
Aqua Utilities Florida, Inc. proposed rate increase would add an additional $300 per month to my costs.
I object and pray that you will deny this proposal.

Timolyn Henry 060368-WS

From: Consumer Contact
Sent: Thursday, May 17, 2007 10:34 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9231

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RGA ____
SCR ____
SGA ____
SEC ____
OTH ____

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Jeff Melnick
Telephone: 407-366-5250
Email: j-melnick@earthlink.net
Address: 246 Osprey Lakes Circle Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Jeff Melnick
Account Number:
Address: 246 Osprey Lakes Circle Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I have lived at this address for over 3 years now and we have experienced poor customer service, poor water quality and extremely high rates. Compared to our neighbors that live in other home communities just a few minutes away (and outside the boundary of Aqua Utilities service area), our monthly water bills are at least 3 times higher for the same amount of usage. We used to live only about 10 minutes away from our current home (with a much larger irrigated yard) and our water bill never exceeded $60 per month. Since we moved into Aqua Utilities' service area (with a much smaller irrigated yard), our water bills are routinely $150 - $180 per month. Also, the water pressure is consistently low and their customer support is practicly non-existent. They rarely answer the phone and never return voice messages. Perhaps the biggest problem we have is that they continue to deliver contaminated water that fails to meet EPA standards. I trust you have this information already, so I won't go into details about the specifics. However, with a wife and four children ages 2 years to 10 years old, I am terribly disappointed with the water problems we are experiencing and concerned for my family's health. On top of all this, it is our understanding that they are requesting a rate increase that would effectively TRIPLE our already high rates. There are hundreds of families in the Chuluota community (including my own) that have reached the point where we aren't going to take this abuse any longer. Several hundred families are meeting together right now to fight this recent rate increase request and we will collectively call upon all government officials at different levels to protect our families from poor water quality and rate gouging from Aqua Utilities Florida. We will also reach the local TV and radio media to do an expose' on the abuses we are experiencing from this company. We are going to demand that thier water rates fall in line with other water providers in our area and that they deliver clean water that meets or exceeds EPA standards. These are not unreasonable requests and we will not end our fight until these simple goals are met.

Respectfully,

Jeff Melnick

ORIGINAL

Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Thursday, May 17, 2007 9:30 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9244

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: John Oral
Telephone: 321-348-3603
Email: JOral@cfl.rr.com
Address: 429 Empress Lane Chuluota Florida, 32766

BUSINESS INFORMATION

Business Account Name: John Oral
Account Number: Aqua Utilities
Address: 429 Empress Lane Chuluota Florida Florida, 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Aqua utilities is price gouging us and is charing my famiily of three 120 bucks a month and now they want to triple it . Who is our politicians in this God forsaken county? Can you guys do something about it or do we have to file for a class action lawsuit? We barely use the water and we were away for 3 weeks in April and we still got a bill for $105.00. Something must be done about this as we are gathering petitions and if we have to (along with 250 other residents) we will file a class action lawsuit as I have never paid over $50.00 for water for my homes which I have lived in Florida for 8 years now. When your water bill triples your electricity bill and is around the same for your internet, electric and phone put together this is price gouging and our county officials have not done anything about this issue. Who is Aqua Utilities contributing their political monies to anyway? I believe I have a right to know as a constituent and citizen of the United States and resident of Seminole County. Thanks.

PSC was contacted previously

CMP _____
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060368-WS

Timolyn Henry

From: Consumer Contact
Sent: Thursday, May 17, 2007 9:07 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9228

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: John Portland
Telephone: 407.235.0283
Email: jportland15@hotmail.com
Address: 355 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: John Portland
Account Number:
Address: 355 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I would like to formally complain with the rest of my neighbors about the price that we are paying for water in our community. This is not the same price as other communities that are located within a short distance of ours. We just recieved notice of the price increase which could be as much as $100. This is completly unfair and the prices do not compete with others around the central florida community. Older neighborhoods in the same area are paying much less. Further more, our water does not meet EPA Standards and is not safe. What are we paying more money for, bad water? The situation is not right and needs to be fixed. We need good water at a resonable price.

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ORIGINAL

060368-WS

Timolyn Henry

From: Consumer Contact
Sent: Thursday, May 17, 2007 7:37 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9243

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Brian Boothe
Telephone: 407-247-0204
Email:
Address: 557 Yellowtail Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Brian Boothe
Account Number:
Address: 557 Yellowtail Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I think that Aqua utilites requesting to triple our rates is price gouging. We are already paying some of the highest rates in the state and this additional cost will put an additional burdon on the families in our community. Please do not allow them to raise these rates.

Thank you

Brian Boothe

CMP _____
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SGA _____
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OTH _____

ORIGINAL

Timolyn Henry

From: Consumer Contact
Sent: Wednesday, May 16, 2007 4:40 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9219

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Issac Rosa
Telephone: 407-977-1764
Email: irosa@cfl.rr.com
Address: 408 Empress Ln Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Issac Rosa
Account Number:
Address: 408 Empress Ln Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Docket#: 060368-WS in the Chuluota service area.

I am writing to address the proposed rate increase by Aqua Utilities Florida, Inc from $32.26 (before the interim increase) to $ $94.56!!! This marks an almost 300% increase in their base fees. This is totally unacceptable and should not be allowed to happen. Residents in the neighborhood have complained of early morning water pressure being low (as low as 25 psi) and our subdivision is not even completely built out. We have contaminants in our water system above the levels the EPA states are acceptable and their customer service is horrendous. With all that, they now want more money. I say they don't deserve it and ask that you don't allow them to increase their rates.

CMP
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ORIGINAL

Timolyn Henry

From: Consumer Contact
Sent: Wednesday, May 16, 2007 4:40 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9220

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Joy Bealmear
Telephone: 3213483608
Email: joystoltz@juno.com
Address: 186 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Joy Bealmear
Account Number: 000890125 0633344
Address: 186 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
The proposed rate increase is unfair! Our rates are already higher than the surrounding homes and the pressure in the mornings is awful. WE pay an arm and a leg, now lets add the rest in because thats what it is going to feel like.
Docket#: 060368-WS

CMP
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ORIGINAL

Timolyn Henry

From: Sullivan, Kelly (ORL) Legal [Kelly.Sullivan@curascript.com]
Sent: Wednesday, May 16, 2007 4:33 PM
To: Consumer Contact
Cc: Kelly Sullivan
Subject: Docket #060368-WS
Attachments: PSC ltr 5-16-07.doc

Please see attached letter.

Kelly Sullivan

******* Confidentiality Notice *******
This email, its electronic document attachments, and the contents of its website linkages may co

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

kellyrsullivan@gmail.com
570 Osprey Lakes Circle
Chuluota, FL 32766
May 16, 2007

Florida Public Service Commission
Director
Division of the Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Re: Docket #060368-WS

Dear Director:

I live in the Osprey Lakes subdivision of Seminole county and my water and sewer is serviced by Aqua Utilities. We recently received a notice of hearing on a rate increase. The hearing is scheduled for June 26th in Deltona which is 30 miles away. Local residents serviced by Aqua Utilities are not happy with the current exorbitant rates and we calculate the requested increase to be approximately 260% -- which is outrageous. Even those residents who have spent thousands of dollars to put in irrigation wells to reduce their water bill will be affected by this rate increase due to the substantial increase in the flat rate. Many of us experience water bills that are the equivalent of a car payment.

There has been an outcry in the community and local homeowner associations are meeting to prepare an objection to the rate increase as well as exploring alternatives to Aqua Utilites for water/sewer service. Many residents wish to attend the rate increase hearing but have expressed that a 30 mile drive on a Tuesday morning is impossible. We respectfully request that a hearing be scheduled for Seminole county residents, preferably at 6 pm so that affected residents can come after work.

To add insult to injury, Aqua Utilities has provided notice to residents that it has exceeded EPA guidelines for 5 quarters for certain chemicals. We want the PSC to explain why it has allowed this to continue. There is an elementary school serviced by Aqua Utilities. The school was unaware of the notices regarding EPA guidelines being exceeded; therefore, the parents of those children whose homes are not serviced by Aqua Utilities are also unaware. We are making an effort to inform these parents of this information and expect that they will want to participate in the hearing.

Additionally, I recently arrived home from work to find my water shut off due to an error by Aqua Utilities. The phone number provided for emergencies was an answering service who stated that they had been specifically instructed not to refer calls concerning

water shut off to after hours service personnel and I was refused assistance. The manager to whom I spoke the following day admitted that my water should not have been shut off and apologized for the company. So, although the company made a mistake, I could not flush toilets, wash hands, make dinner or shower. A few simple strokes on a computer was all it took to restore service. Due to a "systems change," Aqua Utilities has twice returned our check for the April bill. Although assurances were made when the first check was returned that our water would not be turned off, it was. We have had to pay the current bill by credit card and incur an additional fee on top of their exorbitant water rates for fear of having our water shut off again.

Please add my name to your interested persons list so that I can receive all public documents related to this matter on an ongoing basis. In particular, I want copies of the rate increase application by Aqua Utilities, the March 1, 2007 Staff Recommendation and the March 13, 2007 Standard Order – Interim.

By copy of this letter, I urge elected officials to get the facts and provide our residents with information regarding alternatives to Aqua Utilities. Any resource you can provide will be appreciated.

Sincerely,

/s/

Kelly Sullivan

cc: Charlie Crist, Governor
Bill Nelson, Senator
Mel Martinez, Senator
Tom Feeney, Congressman
Sandy Adams, Florida House of Representatives
Bill Posey, Florida Senate
Bob Dallari, Commissioner, District 1, Seminole County
Ron Jacobs, President, Osprey Lakes Homeowners Association

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 16, 2007 2:55 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9205

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☐ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Correction the docket file number 060368.

-----Original Message-----
From: Ruth McHargue
Sent: Wednesday, May 16, 2007 2:51 PM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks; Angie Calhoun
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9205

Please add to the docket file 060308.

We will file a complaint for the customer regarding the disconnection of their service.

Ruth

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 16, 2007 9:43 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9205

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Loveonna Miner
Telephone: 321-278-5342
Email: Loveonna23@aol.com
Address: 154 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Robert Miner
Account Number: 321-278-5776
Address: 154 Velveteen Place Chuluota Fl 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
LOVEONNA MINER
154 Velveteen Place
Chuluota, Florida 32766
321-278-5342 Cellular
LOVEONNA23@AOL.COM

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

May 16, 2007

To Whom it May Concern:

RE: Aqua Utilities of Florida

DOCUMENT NUMBER: 060368-WS

I?m writing to ask for help. Several of the ?New? Communities in Chuluota, Florida are being robbed by our Water Company, Aqua Utilities of Florida. We here in Chuluota are already paying some of the highest rates in the State of Florida and now they want to double, almost triple it. You would expect this to be liquid gold but in fact it?s dangerous!

Right now our Community and many others are paying a base rate of $10.25 for water and $22.01 for sewer. Aqua Utilities has proposed an increase to $27.42 for water and $67.14 for sewer. That is almost tripling the amount that I pay already. Several news stations have reported that Aqua Utilities plan on increasing their base rates to almost 300%. Seminole County will be affected with the highest rate increase.(see attached). Most of us Homeowners can not attend the meeting in Deltona. Most of us can not get the time off work because we have work in order to afford the water. We can not stop watering our lawns because they will turn brown and then we are threatened with Law Suits from our Home Owners Association.

I?m paying $161.00, a month for water that I can?t even drink because I?m pregnant and it?s contaminated with a contaminate that can cause miscarriage and infection. Every month we are receiving flyers telling us not to drink the water because it?s contaminated with feces among other things. The have failed to meet the guidelines for TTHM?s for over 5 quarters. The latest letter said: "Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys or central nervous system, and may have an increased risk of getting cancer." And they want us to pay more for water now.

Every morning I wake up to low water pressure sometimes as low as 25 psi. What is my pressure going to be when more homes are built? I called Aqua Utilities to complain about this matter they told me there was nothing they could do about it besides flush the lines. How many times are they going to come out and flush our lines?

Most of the homes in our Community are for sale because they can not afford such high water bills. It?s insane that a Utility company is running people out of the neighborhood.

On Monday May 7, 2007, I came home to find that my water had been shut off. I was unaware that the account numbers had been changed back in October of 2006. Aqua Utilities received my payment on April 10, 2007, and held on to it. I then received my money back on May 4, 2007. I called to inquire why my money was refunded back to me and the offices were closed. I was then told on Monday that everyone who had the wrong account numbers on their payment would be refunded and their water shut off. I talked to several of my neighbors who informed me that they were unaware of the account changes. Their money was accepted and their water remained on. I had to wait 24hrs for my water to be turned back on. I then received my May statement reminding all of us that our account numbers have changed. My last 3 months of statements does not mention this. I called several times only to have the phone slammed down in my ear. What kind of customer service is this? This was also brought up on Channel 9 news on Monday May 7, 2007.

The older comminutes are paying half of what the new comminutes are paying. Why are we being punished?

Please contact me and send me in the right direction to stop this increase.

Sincerely,

Loveonna Miner

ORIGINAL

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MAY 14 2007
Florida Public Service Commission
Division of RCA

RECEIVED-FPSC
07 MAY 15 AM 10: 20
COMMISSION
CLERK

Mr. John Miller
350 Water Oak Lane
Ormond Beach, FL 32174-5830

Director
Division of the Commission Clerk &
Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Re: Aqua Utilities Inc. application for rate increase,
Docket # 060368-WS

Encls: (1) Copy of Aqua Utilities notice to customers.
(2) Copy of April 2007 water bill.

Dear Sirs;

I have several questions regarding the notice sent to the customers of the Tomoka View water system.

(1) Why are the Twin Rivers and the Tomoka View water systems combined for this rate increase request?
(2) How much money was spent for the capital improvements for each system?
(3) Why should both system customers be paying the same rates if the improvements were not of equal value?
(4) What was the companies profit for 2006 and the expected profit after a rate increase is approved?
(5) What is the expected period of time for recovering the capital improvement costs?

The box titled "Tomoka/Twin Rivers Monthly Water Rates" does not adequately show the water rates, i.e. there is no base rate, if there is one, and it does not show the rate for 1000 gallons of water usage. I assume this is what is meant by the amount described as Total Consumption of $1.40 and $1.83.

As can be seen from the copy of my April 2007 water bill there were 42 days between meter readings. It was my understanding that meter readings were to be taken monthly. Again, there is no itemized list of charges other then I used 2300 gallons of water and my total bill was $10.93.

Yours truly,

John Miller

John Miller

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER RATES IN VOLUSIA COUNTY, FLORIDA
BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring this system in July 2004. Since then, the Utility will have invested approximately $115,000 in your community's infrastructure through 2007 to improve the quality and reliability of water service. The upgrades include replacing a deteriorating water storage tank to improve water quality and water pressure. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Daytona Beach Regional Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue, Leesburg, Florida 34748
Phone: 352.435.4027
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Daytona Beach Regional Library
105 E. Magnolia Avenue
Daytona Beach, Florida 32114
Phone: 386.257.6036

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – May 16, 2007 at 10:00 a.m. at the St. Johns Water Management District Resource Management Building, Rooms 136A&B, 4049 Reid Street, Palatka, Florida 32177, and June 26, 2007 at 10:00 a.m. at the Deltona Commission Chambers, Municipal Complex, 2345 Providence Boulevard, Deltona, Florida 32725.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

TOMOKA/TWIN RIVERS MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 4.78	$ 6.25	$ 24.19
3/4 inch	$ 11.96	$ 15.63	$ 36.29
1 inch	$ 23.94	$ 31.29	$ 60.48
1 1/2 inch	$ 38.28	$ 50.03	$ 120.96
2 inch	$ 38.28	$ 50.03	$ 193.54
3 inch	$ 38.28	$ 50.03	$ 387.07
4 inch	$ 38.28	$ 50.03	$ 604.80
6 inch	$ 38.28	$ 50.03	$ 1,209.60
8 inch	$ 38.28	$ 50.03	$ 1,935.36
10 inch	$ 38.28	$ 50.03	$ 2,782.09

	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	$ 1.40	$ 1.83	
< 6,001 (Residential)			$ 4.64
Over 6,000 (Residential)			$ 5.80
Non-residential			$ 4.64

RECEIVED
MAY 14 2007
Florida Public Service Commission
Division of RCA

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

AQUA

JOHN MILLER
350 WATER OAK LN
ORMOND BEACH, FL 32174-5830
Lot: 0000100 Block:

000897221 0640070
TOMOKA

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 01, 2007	**$ 10.93**	**May 23, 2007**

Meter Data

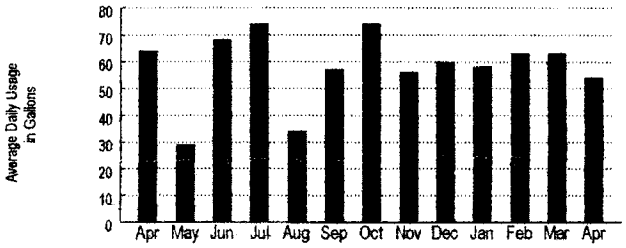
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
74892861	5/8	04/25/07	42	Actual	131200	2,300	Gallons
		03/14/07		Actual	128900		

Average Daily Usage = 54 Gallons Total Days: 42 Total Usage: 2,300 Gallons

Billing Detail

Amount Owed from Last Bill	$ 4.71
Total Payments Received	4.71
Balance	**0.00**
Total Water Charges	10.93
Amount Due 05/23/07	**$ 10.93**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

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MAY 1 4 2007
Florida Public Service Commission
Division of RCA

Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.

PAID 5/11

1336469

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3641373PAP-515-A-C
REV 01/07

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water Bill**

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

Service To:
JOHN MILLER
350 WATER OAK LN
ORMOND BEACH, FL 32174-5830
Lot: 0000100 Block:

Account Number
000897221 0640070

Total Amount Due **$ 10.93**
Due Date **May 23, 2007**

Amount Enclosed
$

Please make check payable to Aqua Util. FL.
Print your account number on your check, then mail to address on back.

Seq=12482 Cyc=33VG 1up=329723

******AUTO**5-DIGIT 32174 C 36 P 56
JOHN MILLER
350 WATER OAK LN
ORMOND BEACH FL 32174-5830

0008972210640070000000010932

ORIGINAL

060368-WS

RECEIVED-FPSC
07 MAY 16 AM 10: 20
COMMISSION CLERK

RECEIVED
MAY 14 2007
Florida Public Service Commission
Division of RCA

10 May 2007

TO: Govenor Charlie Christ
PL 05 The Capitol
Tallahassee Florida 3399-0001

FROM: Paul Hunter
1215 Loch Rannoch Court
Leesburg, Fl 34788

SUBJ: Proposed Water Rate Increase
Aqua Utilities Florida Inc.

We received notice of a 31.3% rate increase in the middle of April which has already been accepted by the Florida Public Service Commission. The notice included a proposed final rate increase of 116% to take effect sometime in October. We have been hit with two increases in assessed home value of 3% in the last two years as well as increases in home insurances. Since we live in a condominium the increases in all these items affect our condo fees as well. We are retired on fixed incomes so it is apparent that we shall no longer be able to live in Florida which we have done for over twenty years.

I have written to the Aqua Utilities on two occasions with no response whatever. It appears they have been given a blank check by the politicians and the P.S.C. The attitude in Florida seems to be growth at any price. Please use your influence to moderate Aqua Utilities demands.

Yours, truly

Paul Hunter

Paul Hunter

Copies: Scottish Highlands
✓ Public Service Commission

H Mr. Paul Hunter
1215 Loch Rannoch Ct
Leesburg, FL 34788

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER RATES IN VOLUSIA COUNTY, FLORIDA
BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring this system in July 2004. Since then, the Utility will have invested approximately $115,000 in your community's infrastructure through 2007 to improve the quality and reliability of water service. The upgrades include replacing a deteriorating water storage tank to improve water quality and water pressure. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

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1100 Thomas Avenue, Leesburg, Florida 34748
Phone: 352.435.4027
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105 E. Magnolia Avenue
Daytona Beach, Florida 32114
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Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

TOMOKA/TWIN RIVERS MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
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10 inch	$ 38.28	$ 50.03	$ 2,782.09

	Present Rates	Interim Rates	Proposed Final Rates
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Non-residential			$ 4.64

RECEIVED
MAY 14 2007
Florida Public Service Commission
Division of RCA

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

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Timolyn Henry

From: Consumer Contact
Sent: Wednesday, May 16, 2007 10:14 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9225

CMP ____
COM ____
CTR ____
ECR ____
GCL ____
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: roberto roman
Telephone: 4073651351
Email: boys3er@yahoo.com
Address: 178 velveteen place chuluota 32766

BUSINESS INFORMATION

Business Account Name: roberto roman
Account Number:
Address: 178 velveteen place chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Reference Docket: 060368-WS
Aqua Utilities Florida has steadily been raising it's prices and not providing us with clean usable water. In a period of less than one year we have recieved around three different notices on different occasions stating that our water was contaminated with high levels of MCL & TTHM's. Our water smells, leaves our clothes dingy, over dries our skin...These are problems we have never, ever experienced before anywhere with any other water company. It's ridiculous that we have to pay these outrageous water/sewer bills averaging around $125 p/month, when throughout the rest of seminole county the average water/sewage bill for a home comparable in size to ours(under 2,000 sq.ft) is around $60-$70 a month. We even had a shallow well put in for the purpose of watering our lawn because of the outrageous water prices Aqua Utilities is imposing on communities in Chuluota. Aqua Utilities also services other homes throughout Chuluota that are not in subdivisions and their average monthly water bill is no where near what we are being forced to pay. In our subdivision there is no one that gets a water/sewage bill for under $100 p/month. To add insult to injury they have sent us notice that they are going to give us a rate increase. I ask you, "what other community have you ever heard of where families have a water bill that is higher than their electric bill?" This is disgusting and we need someone to regulate this company and stand up for the families that are being taken advantage of. We should not have to feel victimized by a utility company especially when what they are providing is not of quality or meets EPA standards. We spent money to have the well put in, we spend money to buy bottled water, we spend money to have filters over every faucet in our home. We are outraged and need this matter looked in to soon.
Sincerely,
R.Roman

DIVISION OF THE COMMISSION CLERK
AND ADMINISTRATIVE SERVICES
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0870

DIRECTOR: **ORIGINAL** RE: DOCKET 060368-WS

DEAR SIR:

IN THE TWENTY FIVE YEARS I HAVE BEEN A CUSTOMER OF FIRST OWNER, PUGH UTILITIES AND NOW FLA. AQUA UTILITIES, WATER SYSTEM, THERE HAS BEEN A MINOR PROBLEM, NAMELY, A STRONG ODOR AND TASTE OF CHLORINE, BUT I UNDERSTAND IS USED BECAUSE OF COUNTY REGULATION, SO NO REAL PROBLEM; UNTIL NOW.

HOME CONSTRUCTON IN OUR AREA HAS CREATED THE NEED FOR MORE WATER, THUS AQUA SOURCE IS ASKING FOR A RAISE IN BASE RATE FOR IMPROVEMENTS.

A RAISE FROM $9.11 TO $28.82 IS TOO MUCH, SO I SUGGEST THE INTERIM RATE $12.44, COUPLED WITH A SUBSTANIAL HOOKUP FEE TO NEW CUSTOMERS, WOULD BE MORE REALISTIC.

SINCERELY,

Mary L. Lahners
1233 LK. Josephine Drive
Sebring, FL. 33875-6454

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

RECEIVED-FPSC
07 MAY 16 AM 9:59
COMMISSION CLERK

CMP ____
COM ____
CTR ____
ECR 1
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OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Ms. Mary L Lahners
1233 Lake Josephine Dr
Sebring, FL 33875-6454

ORIGINAL

RECEIVED-FPSC
07 MAY 16 AM 9:59
COMMISSION
CLERK

E.D. Jennings
39 Rosalie Oaks Blvd.
Lake Wales, FL 33898-8446

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL 3239908

Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

I am a widow lady who is concerned about the request for rate increase on our water and sewer bills. I am upset that such a request of over 220% would even be considered. I heard it was because of the recent maintenance done on the sewer lines down our street. That must have cost an awful lot of money, but you know, nobody else pays for the maintenance on my car when I need to have it done. I am having my neighbor type this out for me so I can express my opinion . I just don't know how in the world I can pay that kind of bill along with my electric and still buy groceries. I just want you to know that I am against the approval of such an increase.

I am asking you to please consider these things and **not allow such an increase as requested by Aqua Utilities.**

Sincerely,

Ellen Jennings

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

ORIGINAL

RECEIVED-FPSC
MAY 15 AM 9:59
COMMISSION CLERK

Application for a Rate Increase in
Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

Name Otis Smith

Address 4034 Chapel Ave.
Sunny Hills FL 32428

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

I am writing in the regard of the Water and WasteWater Increase from Aqua Utilities Florida, we live in Sunny Hills Florida for 13 years and my Husband and I are living on Social Security and we think that the Water and Sewer increase is really bad for the People in Sunny Hills we are paying more in Sunny Hills for Water and Waste Water than People in Shipley Panama City or Wausau, my Husband is 80 and I am 77 where are we getting the money? for the Water and Waste Water Bill? Please dont let Aqua Water get this Bill thru thank you

Otis and Johanne Smith

CMP
COM
CTR
ECR 1
GCL 1
GPC
RCA
SCR
SGA
SEC
OTH

Fold and tape -- see back for address

Otis Smith
4034 Chapel Ave.
Sunny Hills Fl.
32428

USA First-Class

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

32399-0850

Fold Here

DISTRIBUTION CENTER
07 MAY 16 AM 8:36

Tape

Fold Here

ORIGINAL

RECEIVED FPSC
07 JUL 16 AM 9:59
COMMISSION CLERK

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

R: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.
The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely

Lloyd H. Bailey
Carolyn Bailey

Lloyd H. Bailey Sr.
1649 Selkirk Dr.
Leesburg, FL 34788

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

ORIGINAL

RECEIVED-FPSC
MAY 16 AM 9:59
COMMISSION
CLERK

Mrs. Vera Murhee
24 Rosalie Oaks Blvd.
Lake Wales, FL 33898

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL 3239908

Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

I am a widow lady who is concerned about the request for rate increase on our water and sewer bills. I am upset that such a request of over 220% would even be considered. I heard it was because of the recent maintenance done on the sewer lines down our street. That must have cost an awful lot of money, but you know, nobody else pays for the maintenance on my car when I need to have it done. I am having my neighbor type this out for me so I can express my opinion . I just don't know how in the world I can pay that kind of bill along with my electric and still buy groceries. I just want you to know that I am against the approval of such an increase.

I am asking you to please consider these things and **not allow such an increase as requested by Aqua Utilities.**

Sincerely,

Vera E. Murhee

Mrs. Vera Murhee

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ORIGINAL

RECEIVED FPSC
07 MAY 16 AM 9:59
COMMISSION CLERK

Mrs. Margaret Kipp
81 Rosalie Oaks Blvd.
Lake Wales, FL 33898
May 4, 2007

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL ~~3239908~~ 32399 0807

Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

I am a widow lady who is concerned about the request for rate increase on our water and sewer bills. I am upset that such a request of over 220% would even be considered. I heard it was because of the recent maintenance done on the sewer lines down our street. That must have cost an awful lot of money, but you know, nobody else pays for the maintenance on my car when I need to have it done. I am having my neighbor type this out for me so I can express my opinion . I just don't know how in the world I can pay that kind of bill along with my electric and still buy groceries. I just want you to know that I am against the approval of such an increase.

I am asking you to please consider these things and **not allow such an increase as requested by Aqua Utilities.**

Sincerely,
Margaret Kipp

Mrs. Margaret Kipp

K Mrs Margaret Kipp
81 Rosalie Oaks Blvd
Lake Wales, FL 33898-8404

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Application for a Rate Increase in ORIGINAL

Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by

Aqua Utilities Florida, Inc.

DOCKET NO. 060368-WS

RECEIVED-FPSC
MAY 16 AM 9:59
COMMISSION CLERK

Name Kevin Langworthy

Address 4172 Challenger Blvd, Chipley Florida, 32428

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

In my opinion, I do not believe that a rate increase is prudent at this time. I do not believe that the number of households are in place in Sunny Hills to support this increase.

The burden of proof is upon the utility to show that its present rates are unreasonable, fail to compensate the utility for its prudently incurred expenses and fail to produce a reasonable return on its investment. I am requesting that the commission and public council closely scrutinize what Aqua Utilities Florida (AUF) claims to be prudently incurred expenses. It is the opinion of this resident that AUF has merely updated antiquated and failing equipment through routine maintenance and mandated compliance issues. AUF knew what condition this system was in when they purchased it back in 2004 and they knew what size the customer base was. AUF also knew that updates to any of the equipment in the first five (5) years after purchase would have been factored into the purchase price of this utility and should not have been a reason for a rate increase.

I would also like for the commission and public council to investigate during its discovery period, any obligations whether contractual or otherwise, that AUF has to or with Deltona Corporation (sub-divider/developer of Sunny Hills) with regard to new utility lines within the sub-division. Questions I feel that need answered are, but not limited to;

A) Is AUF obligated to purchase new water and sewer lines that Deltona Corporation installs?

B) Is this the reason, in whole or in part, why AUF is requesting a rate increase?

C) If so, what is the re-payment amount percentage to Deltona Corporation?

D) Is this the number that is getting plugged into the figure that AUF is claiming as costs and upgrades?

E) Are there any other areas where AUF may have inflated or misrepresented the numbers to reach the financial threshold requirements needed for approval consideration.

I feel that the cost of all system upgrades and compliance issues should be the sole burden of AUF and shouldn't be factored into a rate increase until there are enough households online to support such an increase. Presently, according to their math, there are approximately 715 customers online. I would suggest a threshold of at least 2,500 customers online within the Sunny Hills boundaries before a rate increase should be considered. I would also like to commission to consider the amount being requested. Most AUF customers in Sunny Hills are working families or have fixed incomes. The amount of this request will place an undue hardship on many, if not most, of the residents who are already paying a water/sewer rate that is higher than most of the surrounding areas. Thank You.

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Fold and tape - see back for address

ORIGINAL

Timolyn Henry

From: Consumer Contact
Sent: Wednesday, May 16, 2007 9:57 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9224

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Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Sheila Adams
Telephone: 407-542-6082
Email: keyboardingiscool@hotmail.com
Address: 628 Red Pepper Loop Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Sheila Adams
Account Number:
Address: 628 Red Pepper Loop Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
The proposed rate increases in Chuluota for waste/water are unrealistic and unreasonable. Nobody in his right mind can expect people to pay nearly $550/monthly for service. Three time is the year we have been here we have been notified that the water has unsafe contaminants. The water pressure is available only on a rare basis. The reality is, the service is poor, the quality is poor, and now you are asking for more money for bad water. Regarding docket 060368-WS It is beyond reason to assume that anyone can pay this amount of money. I urge you to improve the quality of water, then work on improving the service so we have decent water pressure. Even if all these things were better, a tripple rate increase is still entirely unimaginable. The kind of money you are asking for is enough for a person to pay rent for an apartment - rather a ridiculous price to pay for undrinkable water. It almost seems like the water company is itnerested in lining its pocket with profits no matter what the service quality or the true cost to the community. Water rates like this will do nothing but bring struggling homeowners to the point of having to let their yards completely die because they won't be able to afford to keep them green. Consequently, our neighborhoods will become slums as property values quickly drop and homes become impossible to resale. Nobody wants to live in an unkempt neighborhood - Aqua Utilities seems determined to turn Chuluota into exactly that. Please come up with a reasonable plan - we already to have high enough bills - and shouldn't be forced to pay any more, at least not until you can prove that the service is worth the price.

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 16, 2007 9:28 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: 060368

Please add to docket file.

-----Original Message-----
From: Consumer Contact
Sent: Monday, May 14, 2007 11:00 AM
To: Ruth McHargue
Subject: Docket file

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, May 14, 2007 10:59 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9158

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Robyn Zeiger
Telephone: 407-359-2901
Email: zeiger9@yahoo.com
Address: 162 Velveteen Place Chuluota Fl. 32766

BUSINESS INFORMATION

Business Account Name: Robyn Zeiger
Account Number:
Address: 162 Velveteen Place Chuluota Florida Fl. 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Our water and sewer bill are more expensive that other older developments around us. Now they are wanting to raise our service fees to $100.00 just to hook up to the water that is not including our usage. I have a family of 6 and our average bill is $120.00 this is with a well. If not we would be looking at a bill of $300.00 or more. This is outrageious. Our bill when we lived in Orange county without a well was only $55.00 same amount of people plus pool. We have a pool in this house too. If they raise our water my average bill will be around $200.00 to $300.00 that is way too much. We were told if you are pregnant or have small children it is not safe to drink the water. Osprey lakes was on the new last week on the same issue. The newer homes are being punished with higher bills then the older homes. This must stop. Thank you for your time in this mater. Hopefully someone out there can help us and put a stop to such high water and sewer bills.
Robyn Zeiger

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Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 16, 2007 9:26 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: 060368

Please add to docket file
-----Original Message-----
From: Consumer Contact
Sent: Monday, May 14, 2007 10:47 AM
To: Ruth McHargue
Subject: Docket file

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, May 12, 2007 10:11 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 9142

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Donald Soule
Telephone: 407-970-9006
Email: dsoule@creativefloors.cc
Address: 391 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Janis Dunn
Account Number:
Address: 391 Velveteen Place Chuluota Fl 32766

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
I have lived in Seminole County for 15 years and have never had to pay this amount for water and now i get a notice that our water is bad and they want to raise our rates $110. amonth base. I never paid more than $65.00 a month when I lived in South Oviedo. Now I am payning three times that and Aqua Utilities wants us to make that 5 times more than anyone in Seminole County, and give us bad water. This commission is to look out for the consumer and protect us. If we had a choice things would be different but we have no choice. Please respond. What else may I do to help rid your dept of this Utility. They over charge us and make your decesion process look terrible.

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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 16, 2007 9:09 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: docket file 060368

-----Original Message-----
From: Consumer Contact
Sent: Monday, May 14, 2007 10:37 AM
To: Ruth McHargue
Subject: Docket file

CMP ____
COM ____
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-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, May 13, 2007 3:49 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 9150

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Joseph Gibbons
Telephone: (407) 366-5853
Email: brooks5hof@aol.com
Address: 182 Velveteen Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Joseph Gibbons
Account Number:
Address: 182 Velveteen Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Improper Billing against Aqua Utilities Florida, Inc.
Details:
I am writing to express my disgust regarding the proposed price increases set forth by Aqua Utilities Florida, Inc. This utility has arbitrarily imposed a 25% increase on our monthly water rates and a 30% increase in monthly sewer rates (new Interim Rate, effective immediately). This utility is asking for a proposed final rate increase of 267% on the monthly water rate and an enormous 305% rate increase on monthly sewer rates. These increase places an undue financial burden on this Seminole County taxpayer and other taxpayers in the Chuluota community.

Typically ? our monthly water bill averages $137 and the new mandated interim rate pushes our monthly water bill in excess of $183. Simply put - is rate gouging and Aqua Utilities is taking advantage of the fact that there are no other service providers in the Chuluota area. I know this excessive since I have paid an Orange County Utilities water bill for fifteen years that averaged $68 and with the implementation of the mandated interim rates ? we are now paying triple the amount that the average Orange County citizen pays for water and waste.

One point worth noting ? Aqua Utilities is owned by an out of state company ? located in

Bryn Mawr, PA. Wouldn?t be in the best interests of the residents of Chuluota, FL and in the best interests of the FL Public Service Commission to regulate a locally owned and operated utility licensed in FL and not an absentee owner operating from out of state???

Please DO NOT ALLOW the proposed final rates to become effective. Small increases (less that 25%) are to be expected and are a part of normal business operations. Increases of this nature are somewhat acceptable, but not welcomed. Rate increases in the 250%-300% range are simply bad for the general public, bad for the residents of Chuluota and bad for Floridians.

Joseph C. Gibbons
(407) 366-5853

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 16, 2007 9:07 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks; Randy Roland
Subject: FW: Docket No. 060368-WS - Aqua Utilities Proposed Increase
Attachments: Aqua Utilites Rate Increase.pdf

Add to docket file

From: Consumer Contact
Sent: Tuesday, May 15, 2007 4:27 PM
To: Ruth McHargue
Subject: FW: Docket No. 060368-WS - Aqua Utilities Proposed Increase

To CLK 060368

From: Bcharger2@aol.com [mailto:Bcharger2@aol.com]
Sent: Tuesday, May 15, 2007 12:40 PM
To: charlie.crist@myflorida.com; ag.mccollum@myfloridalegal.com; alexander.jd.web@flsenate.gov; marty.bowen@myfloridahouse.gov; askadam@mail.house.gov; Consumer Contact; Office of the Chairman; bobenglish@polk-county.net; randywilkinson@polk-county.net; jackmyers@polk-county.net; jeanreed@polk-county.net; samjohnson@polk-county.net
Subject: Docket No. 060368-WS - Aqua Utilities Proposed Increase

Attached, please find letters rejecting Aqua Utilities Rate increase of almost 220%. The residents of Rosalie Oaks Subdivision in Lake Wales, Florida can not afford this kind of increase. We would appreciate your consideration in this matter of not accepting this unreasonable increase.

Thank you in advance

Ken Bessette
11 Rosalie Oaks
Lake Wales, FL 33898

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See what's free at AOL.com.

ORIGINAL

11 Rosalie Oaks Blvd
Lake Wales, FL 33898

May 14, 2007

Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

RE: DOCKET NO: 060368-WS – Aqua Utilities Proposed Increase

Dear Director:

We own property in Rosalie Oaks subdivision and are very concerned with the proposed rate increase of over 220%. Ninety percent of the population in the Rosalie Oaks Subdivision are retired, disabled or on a fixed income. Some use there homes only a few months out of the year.

The utility company wants the customers to pay $122.33 per month base rate for water ($21.75) and sewer ($100.58). That's more than the electric bill. The base rate was $26.89 for both. Their interim rate already approved by the Public Service Commission and effective April 12, 2007 is $58.03 per month. That's already over a 100% increase. The interim rate for 12 months would be $787.77, not including taxes. That's more than property taxes and more than property insurance and that's just the interim rate. When you consider what they are proposing as a final rate, it comes to $1,467.96 per year, not including taxes. **That's a 220% increase**. At that rate, since the repairs are only estimated at $2,200 per customer, we would be paying for these repairs, every three years for the rest of our lives. There has to be some law regulating these utility companies rate increase. With the rising cost of utilities, property taxes and insurance, there's no wonder why so many Floridian's are moving out of state.

We would like to see the application by Aqua Utilities declined and the interim rate rolled back and made final to a reasonable increase of 50%, making it $40.33 per month, not to be increased again for 5 years.

Sincerely,

Kenneth Bessette Mary Alice Bessette

Cc: Gov. Charlie Crist; Congressman Adam Putnam; Attorney General Bill McCollum; Polk County Commissioners: English, Wilkinson, Myers, Reed & Johnson; Senator Alexander; Representative Bowen

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN POLK COUNTY, FLORIDA
BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in March 1998, and this is the Utility's first rate request since acquiring these systems in August 2003. Since then, the Utility will have invested more than $430,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of approximately $2,200 per customer. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the sewage treatment facility, as well as replacing deteriorating pipe that carries the waste to the plant, as required by the Florida Department of Environmental Protection. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Polk County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Polk County Library
City Hall – 228 S. Massachusetts Avenue
Lakeland, Florida 33801
Phone: 863.834.6000

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearing – June 13, 2007 at 6:00 p.m., at the Lakeland City Commission Chambers, 3rd Floor, 228 S. Massachusetts Avenue, Lakeland, Florida 33801.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

ROSALIE OAKS MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 11.38	$ 25.28	$ 21.75
	Present Rates	Interim Rates	Proposed Final Rates
Total consumption			
< 5,001	$ 0.95	$ 2.13	$ -
5,001 to 10,000	$ 1.20	$ 2.68	$ -
Over 10,000	$ 1.46	$ 3.23	$ -
< 6,001 (Residential)			$ 2.84
Over 6,000 (Residential)			$ 3.55

ROSALIE OAKS MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 15.51	$ 32.75	$ 100.58
	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	1,000	1,000	6,000
Residential use to cap	$ 6.67	$ 14.09	$ 7.72

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to

ROSALIE OAKS PROPERTY OWNERS ASSOCIATION

IMPORTANT NOTICE!

Aqua Utilities has applied for an increase in water & sewer rates. You probably got a copy of this notice; read it carefully. By Oct. 2007 our final rate increase will be **$122.33 per month** ($21.75 water; $100.58 sewer) - over 220%. The interim rate effective 4/12/07 is $58.03 - over a 100% increase! The Trustees have sent a letter of protest to the Florida Public Service Commission with copies to the Governor, Cong. Adam Putman, Polk County Commissioners and the Attorney General. The first hearing is June 13 in Lakeland; the final hearings are Oct. 24-26 & 29-30 in Tallahassee. We need your help! Attend if possible. Please send letters to: Dir., Div. of Commission Clerk & Admin Services, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0870 - refer to **Docket #060368-WS**. You can also call the Div. of Regulatory Compliance at 800-342-3552.

ROSALIE OAKS PROPERTY OWNERS ASSOCIATION
Frank Hodge, President
50 Rosalie Oaks Blvd, Lake Wales, FL 33898
863-696-2201

April 20, 2007

Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

Re: Docket No. 060368-WS - Aqua Utilities Proposed Increase

Dear Director:

This subdivision was developed in 1974 as a retirement community. Ninety percent of the population are just that - retired on a fixed income. Many are widowed with only one Social Security check. Most of the mobile homes in here are old. Many of them as old as 1974 to 1985. At the time of development by Mr. Kessler, the water and sewer system were installed and maintained by him until he sold it in 1996 to Crystal River Utilities, alias Aqua Source, alias Aqua Utilities. Are there no requirements that money from profits have to be set aside for repairs? Why is it that when major repairs come along, utility companies start petitioning for the customers to cover the entire cost? Have they not saved any money along the way? People who work have to save money to repair their homes, repair and replace cars, replace furniture, plumbing bills, etc. No one is available to step up and cover their repairs and normal extraordinary expenses.

In this case, the utility company wants the customers to pay $122.33 per month base rate for water ($21.75) and sewer ($100.58). That's more than the electric bill! Base rate was $26.89 for both. Their interim rate already approved by the Public Service Commission and effective April 12, 2007 is $58.03 per month. That's already over a 100% increase! The **interim rate** for 12 months would be **$787.77**, not including taxes. That's more than property taxes and more than property insurance. And that's just the **interim** rate. When you consider what they are proposing as a final rate, it comes to **$1,467.96 per year**, not including taxes. That's a 220% increase. At that rate, since the repairs are only estimated at $2,200 per customer, we would be paying for these repairs, every three years for the rest of our lives. There has to be something illegal about that.

We would like to see this application by Aqua Utilities declined and the interim rate rolled back and made final to a reasonable increase of 50%, making it $40.33 per month, not to be increased again for 5 years. Wouldn't everyone like to get a 50% increase in their paycheck? If Social Security would go up 50%, we might be able to afford things like the electric bill, property insurance, property taxes, and even the water/sewer bill. But that's not likely. We cut back every way we can now. Turn our AC's up and sweat during the summer; turn the furnace down and freeze in the winter, try to flush the toilet only about every third time it's used. No matter what we do to try to make ends meet, someone is there after the grocery money.

Frank Hodge, President | Charles Bass, Trustee | William Webb, Trustee

cc. Gov. Charlie Crist | Congressman Adam Putnam | Attny Gen Bill McCollum
Polk County Commissioners English, Wilkinson, Myers, Reed, Johnson

13 Rosalie Oaks Blvd, Lake Wales, FL 33898

May 8, 2007

Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

Re: Docket No. 060368-WS - Aqua Utilities Proposed Increase

Dear Sir:

First, I cannot believe that an interim rate has already been approved that's over a 100% increase!

Second, I don't know how Aqua Utilities can claim that they acquired this system in August 2003. My first payment to Crystal River was in November 1996. If you call their 800 number today, Aqua Utilities answers. My first payment to Aqua Source was February 2000 - the name change may have come 3 years after that, but I've been paying "Aqua" for 7 years. Did they not set aside ANY money for repairs?

Third, if their $430,000 upgrade "investment" averages $2,200 per customer, that would mean that the final increase of 220% ($122.58 per month) comes to $285,480 per year. Every two years we would be reimbursing them for their upgrade investment. What's fair about that?! Their interim rate comes to $135,790 per year, which means we'd be paying for their upgrade every 3 years at that rate!! That's not even reasonable.

Fourth, in their initial customer notice they state that they replaced deteriorating pipe that carries the waste to the plant. I can tell you for a fact, because their contract repair truck sat in our front yard, that it was not pipe that was replaced! It was the liner.

Fifth, and this may be rumor, but important nevertheless, an Aqua repairman had the water turned off a few months ago. One of the residents ask him how long it would be turned off. The Aqua repairman said it would not be long, but since they will be the ones putting in the water and sewer for the new houses across the canal, when approved, they were putting in a new valve now. Are they trying to get the money out of us for this new venture?

Sixth, our household consists of two retired people, as do most in here. Our mobile home is a single-wide 1980. There are several in here that are older, and also many with only one social security income. We cannot afford to keep paying over and over again for the same repairs, nor can we afford any new ventures not concerning us. Please either decline their application for increase or bring the increase down to a more reasonable percentage, say 10%.

Thank you for your consideration.

Respectfully,

Nancy A. Pearce

cc: Gov. Crist Cong. Putnam Polk County Commissioners
Bill Bair, Tom Palmer

13 Rosalie Oaks Blvd
Lake Wales, FL 33898

April 25, 2007

Bill Bair
324 Twin Lake Blvd
Lake Wales, FL 33853

Tom Palmer
The Ledger
P. O. Box 408
Lakeland, FL 33802

Dear Bill & Tom,

Helen Morrison thought it would be a good idea to send you this information in hopes of getting some kind of public attention. I'm enclosing a copy of Aqua Utilities customer notice and our protest letter from our association.

There is more to this story than meets the eye, but we can't prove it. The original developer, Walter Kessler, tried to develop the property (approximately 574 acres- SE corner of Camp Mack Road and Barney Keen Road) across our canal for many years and was denied because it is wetlands. We have seen several otters over the years come out of those woods and into our canal. The property sold last year to Wiley McCall. The man said he bought it to run cows. He put up a 5-strand barbed wire fence and pushed over a bunch of trees and piled them up, but so far, no cows. He mentioned to someone that he would run cows until he could get the permits to develop it.

A few months back our water was turned off for some kind of repair. One of the residents ask the Aqua Utilities guy how long the water would be off. He said not long, but since they had to make the repair they thought they would go ahead and put in a valve since they have the contract(?) to put in the water and sewer when the houses start going in across the canal. We believe this is one of the reasons that Aqua wants such an outrageous rate increase - to help cover the installation costs of the new subdivision - another thing we can't prove.

In any case, the rate increase is totally unreasonable. We appreciate your looking over this information.

Sincerely,

Nancy Pearce, Secretary
Rosalie Oaks Property Owners Association

ORIGINAL

Timolyn Henry

From: Consumer Contact
Sent: Tuesday, May 15, 2007 7:07 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9196

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Roger and Kristin Whiteman
Telephone: 407-977-3046
Email: rwhiteman2@cfl.rr.com
Address: 576 Yellow Tail Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Kristin Whiteman
Account Number:
Address: 576 Yellow Tail Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Reference Docket # 060368-WS

Aqua Utilities is charging our community one of the highest rates in the entire state of Florida and they have now informed us of an impending rate increase that will increase our bill by 3x. This is completely absurd and unethical on their part. To my knowledge, we have no alternative but to purchase through them. Someone should investigate them under the price gouging laws. Thank you for taking the time to read my concern.

CMP ____
COM ____
CTR ____
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OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

State of Florida

Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

RECEIVED-FPSC
07 MAY 15 PM 3:32
COMMISSION
CLERK

-M-E-M-O-R-A-N-D-U-M-

DATE: May 15, 2007

TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk

FROM: Rosanne Gervasi, Senior Attorney, Office of the General Counsel RG

RE: DN 060368-WS - Application for increase in water and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc.

Please placed the attached on the correspondence side of the docket. Thank you.

May 3, 2007

A COMMUNITY NEEDS YOUR IMMEDIATE HELP!!!!

My name is Melissa Davis and I reside in Seminole County Florida. The community I live in is located in the newer portion of Chuluota Florida. We have the same water/sewer company as the older portion of Chuluota and we pay more than double what they pay. Our water/sewer company is Aqua Utilities which is a private for-profit company who gives no concern for its customers.

- First and foremost, the water quality is the worst I've ever been exposed to and we are frequently receiving notifications about the poor quality and health risks associated with the use of the water. When I had a well I had stronger pressure! The water pressure out of any faucet or hose is atrocious and is throughout the neighborhood.
- Secondly, Aqua Utilities has notified its customers that they are changing some of the chemicals used to treat the water to Chloramines. They add a warning to this notice that those with certain health issues or those with fish tanks must use alternative water sources and make necessary accommodations.
- Thirdly, the costs for this terrible water/sewer are outrageous and they are asking for higher rates!!! Initially, we were told that the water/sewer rates are what they are because of the added expense in piping and other resources for the new homes. Then they requested and received an increase in water/sewer rates using the guise that they need and want to make improvements to the equipment. Now, they are using the same excuse asking for an even higher and more outrageous increase for the same nasty water/sewer! Isn't the equipment costs part of doing business? Their profits are off the charts, they don't need to bleed us dry!

Our water/sewer bills range in the hundreds!!! I am a single mom with one 9 year old son. We take camp/boat style showers- wet yourself down, shut the water off, lather then rinse! In our own home! I do not wash my vehicle at home and use the irrigation only enough to keep my plants alive. There is virtually no grass left on my property because I cannot afford the water! I work full time and spend an average time of 10 hours a day at home, most of which is spent sleeping. I have invested in a water purifying system for my entire home, an expense I should not have had to realize but felt compelled to due to health concerns.

I am not alone. The entire neighborhood and the others around ours are suffering. We are at a point of needing to sell our homes yet can't because most people learn of the ridiculous water/sewer bills and know they can find similar homes else where. We love our homes and neighborhoods and don't want to leave. We are all middle income families trying to provide the best we can for our children. Please help us stop this company from running us out of our homes. Aqua Utilities is based out of Pennsylvania and apparently has no concern for their Florida customers.

Thank you, in advance for your immediate time and assistance,

Melissa Davis
286 Velveteen Place
Chuluota FL 32766

(407) 247- 6541

Department of Environmental Protection

Jeb Bush
Governor

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Colleen M. Castille
Secretary

RECEIVED
DEC 21 2006
By

Jack Lihvarcik, President
Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34738

OCD-PW-CE-06-1248

Seminole County - PW
Chuluota Water System
Consent Order – OGC File No. 06-2432

Dear Mr. Lihvarcik

Enclosed is a Consent Order prepared by this Department for resolution of the referenced enforcement case. The letter requesting a reduction in penalties dated November 12, 2006, was received, and the Department has determined that a penalty reduction is not justifiable. Please review this document, and if satisfactory, sign and date the appropriate spaces and return it to this office **within 20** days of receipt. A copy of the completed document will be sent to you upon entry by the Department's Director.

Should the Consent Order be unacceptable, provide this office with written notification along with any specific comments that you may have within 20 days of receipt of this document.

If you have any questions, you may contact Mrs. Kim Dodson at (407) 893-3990 or by e-mail at Kim.Dodson@dep.state.fl.us.

Sincerely,

Christianne C. Ferrari

Vivian F. Garfein
Director, Central District

12/18/06
Date

VFG/kmd
Enclosure

cc: Seminole County Health Department
Lea Crandall, Agency Clerk, OGC
Debby Valin, FDEP Pollution Prevention Program
Jeff Prather, FDEP
Kim M. Dodson, FDEP Drinking Water Compliance/Enforcement

RECEIVED
JAN 05 2007
Central Dist. - DEP

BEFORE THE STATE OF FLORIDA
DEPARTMENT OF ENVIRONMENTAL PROTECTION

STATE OF FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION,	IN THE OFFICE OF THE CENTRAL DISTRICT
Complainant,	*OGC FILE NO. 06-2432*
vs.	
AQUA UTILITIES FLORIDA, INC.,	
Respondent.	

CONSENT ORDER

This Consent Order is entered into between the State of Florida Department of Environmental Protection ("Department") and Aqua Utilities Florida, Inc. ("Respondent") to reach settlement of certain matters at issue between the Department and Respondent.

The Department finds and the Respondent admits the following:

1. The Department is the administrative agency of the State of Florida having the power and duty to administer and enforce the provisions of the Florida Safe Drinking Water Act, Sections 403.850 et seq., *Florida Statutes*, and the rules promulgated thereunder, Title 62, *Florida Administrative Code*. The Department has jurisdiction over the matters addressed in this Consent Order.

2. Respondent is a person within the meaning of Section 403.852(5), *Florida Statutes*.

3. Respondent is the owner and operator of a community public water system, PWS# 3590186, located at 118 East 7th Street ("Water Treatment Plant #1") and the intersection of Brumley Road and Avenue H ("Water Treatment Plant #2"), Chuluota, Seminole County, Florida, which serves the Chuluota water system.

4. The Department finds that Respondent is in violation of Rule 62-550.310(3), ("Florida Administrative Code"), which establishes the maximum contaminant level ("MCL") for total trihalomethanes ("TTHMs") as 0.080 milligrams per liter ("mg/L"). The running annual average results for samples collected from the system on 12/30/05, 3/09/06, 5/18/06, 8/04/06 and analyzed for TTHMs is 0.135 mg/L.

Having reached a resolution of the matter the Department and the Respondent mutually agree and it is

ORDERED:

5. Respondent shall comply with the following corrective actions within the stated time periods:

a. Within 30 days of the effective date of this Consent Order, Respondent shall retain the services of a Florida-registered professional engineer to evaluate the system and submit an application, along with any required application fees, to the Department for a permit to construct any modifications needed to address the MCL violation(s).

b. The Department shall review the application submitted pursuant to paragraph 5a. above. In the event additional information, modifications or specifications are necessary to process the application, the Department shall issue a written request for information ("RFI") to Respondent for such information. Respondent shall accordingly submit the requested information in writing to the Department within 15 days of receipt of the request. Respondent shall provide all information requested in any additional RFIs issued by the Department within 15 days of receipt of each request. Within 45 days of the date the Department receives the application pursuant to paragraph 5a. above, Respondent shall provide all information necessary to complete the application.

c. Within 60 days of issuance of any required permit(s), Respondent shall complete the modifications approved pursuant to the permit(s) issued in accordance with paragraphs 5a. and 5b. above, and submit to the Department the engineer's certification of completion of construction, along with all required supporting documentation. Respondent shall receive written Department clearance prior to placing the system modifications into service.

d. Respondent shall continue to sample quarterly for TTHMs and HAA5s in accordance with Rule 62-550.514(2), *Florida Administrative Code*. Results shall be submitted to the Department within ten (10) days following the month in which the samples were taken or within 10 days following Respondent's receipt of the results, whichever is sooner.

e. In the event that the modifications approved by the Department pursuant to paragraphs 5a. and 5b. are determined to be inadequate to resolve the MCL violation(s), the Department will notify the Respondent in writing. Within 30 days of receipt of written notification from the Department that the results of the quarterly sampling indicate that the system modifications have not resolved the violation(s), Respondent shall submit another proposal to address the MCL violation(s). Respondent shall provide all information requested in any RFIs issued by the Department within 15 days of receipt of each request. Within 60 days of the date the Department receives the application pursuant to this paragraph, Respondent shall provide all information necessary to complete the application.

f. Within five months of the effective date of this Consent Order, Respondent shall complete all corrective actions needed to resolve the MCL exceedances and submit written certification of completion to the Department for all modifications.

g. Respondent shall continue to issue public notice regarding the MCL violation(s) every 90 days in accordance with Rule 62-560.410(1), until the Department determines that the system is in compliance with all MCLs. Respondent shall submit certification of delivery of public notice, using DEP Form 62-555.900(22), to the Department within ten days of issuing each public notice.

6. Within 30 days of the effective date of this Consent Order, Respondent shall pay the Department $9, 500 in settlement of the matters addressed in this Consent Order. This amount includes $500 for costs and expenses incurred by the Department during the investigation of this matter and the preparation and tracking of this Consent Order. (A) The civil penalties are apportioned as follows: ***$1,000 for violation of Rule 62-555.520(1)(b), pursuant to Section 403.121(4)(e), Florida Statutes; $4,000 for violation of Rule 62-550.310(3), pursuant to Section 403.121(3)(a), Florida Statutes; and $4,000 for violation of Rule 62-550.300, pursuant to Section 403.121(3)(a), Florida Statutes.*** Payment shall be made by cashier's check or money order. The instrument shall be made payable to the "Department of Environmental Protection" and shall include thereon the OGC number assigned to this Consent Order and the notation "Ecosystem Management and Restoration Trust Fund." Payment shall be sent to the Department of Environmental Protection, 3319 Maguire Boulevard, Suite 232, Orlando, FL 32803.

7. In lieu of making cash payment of $9,000.00 in civil penalties as set forth in paragraph 6, above, Respondent may elect to offset this amount by implementing a pollution prevention project, which is subject to approval by the Department. A pollution prevention project must be a source reduction, waste minimization, or on-site recycling project.

If Respondent chooses to implement a pollution prevention project, Respondent shall notify the Department of its election by certified mail within 15 days of the effective date of this Consent Order. Notwithstanding the election to implement a pollution prevention project, Respondent must pay the remaining $500.00 in costs within 30 days of the effective date of the Consent Order. If Respondent elects to implement a pollution prevention project, then Respondent shall comply with all of the requirements and time frames in Exhibit I.

8. Respondent agrees to pay the Department stipulated penalties in the amount of $100.00 per day for each and every day Respondent fails to timely comply with any of the requirements of paragraph 5 of this Consent Order. A separate stipulated penalty shall be assessed for each violation of this Consent Order. Within 30 days of written demand from the Department, Respondent shall make payment of the appropriate stipulated penalties to "The Department of Environmental Protection" by cashier's check or money order and shall include thereon the OGC number assigned to this Consent Order and the notation "Ecosystem Management and Restoration Trust Fund." Payment shall be sent to the Department of Environmental Protection, 3319 Maguire Boulevard, Suite 232, Orlando, Florida 32803. The Department may make demands for payment at any time after violations occur. Nothing in this paragraph shall prevent the Department from filing suit to specifically enforce any of the terms of this Consent Order. Any penalties assessed under this paragraph shall be in addition to the settlement sum agreed to in paragraph 6 of this Consent Order. If the Department is required to file a lawsuit to recover stipulated penalties under this paragraph, the Department will not be foreclosed from seeking civil penalties for violations of this Consent Order in an amount greater than the stipulated penalties due under this paragraph.

9. If any event, including administrative or judicial challenges by third parties unrelated to the Respondent, occurs which causes delay or the reasonable likelihood of delay, in complying with the requirements of this Consent Order, Respondent shall have the burden of proving the delay was or will be caused by circumstances beyond the reasonable control of the Respondent

and could not have been or cannot be overcome by Respondent's due diligence. Economic circumstances shall not be considered circumstances beyond the control of Respondent, nor shall the failure of a contractor, subcontractor, material man or other agent (collectively referred to as "contractor") to whom responsibility for performance is delegated to meet contractually imposed deadlines be a cause beyond the control of Respondent, unless the cause of the contractor's late performance was also beyond the contractor's control. Upon occurrence of an event causing delay, or upon becoming aware of a potential for delay, Respondent shall notify the Department orally within 24 hours or by the next working day and shall, within seven calendar days of oral notification to the Department, notify the Department in writing of the anticipated length and cause of the delay, the measures taken or to be taken to prevent or minimize the delay and the timetable by which Respondent intends to implement these measures. If the parties can agree that the delay or anticipated delay has been or will be caused by circumstances beyond the reasonable control of Respondent, the time for performance hereunder shall be extended for a period equal to the agreed delay resulting from such circumstances. Such agreement shall adopt all reasonable measures necessary to avoid or minimize delay. Failure of Respondent to comply with the notice requirements of this Paragraph in a timely manner shall constitute a waiver of Respondent's right to request an extension of time for compliance with the requirements of this Consent Order.

10. Persons who are not parties to this Consent Order, but whose substantial interests are affected by this Consent Order, have a right, pursuant to Sections 120.569 and 120.57, Florida Statutes, to petition for an administrative hearing on it. The Petition must contain the information set forth below and must be filed (received) at the Department's Office of General Counsel, 3900 Commonwealth Boulevard, MS #35, Tallahassee, Florida 32399-3000, within 21 days of receipt of this notice. A copy of the Petition must also be mailed at the time of filing to the District Office named above at the address indicated. Failure to file a petition within the 21 days constitutes a waiver of any right such person has to an administrative hearing pursuant to Sections 120.569 and 120.57, *Florida Statutes*.

11. The petition shall contain the following information:

a. The name, address, and telephone number of each petitioner; the Department's Consent Order identification number and the county in which the subject matter or activity is located;

b. A statement of how and when each petitioner received notice of the Consent Order;

c. A statement of how each petitioner's substantial interests are affected by the Consent Order;

d. A statement of the material facts disputed by petitioner, if any;

e. A statement of facts which petitioner contends warrant reversal or modification of the Consent Order;

f. A statement of which rules or statutes petitioner contends require reversal or modification of the Consent Order;

g. A statement of the relief sought by petitioner, stating precisely the action petitioner wants the Department to take with respect to the Consent Order.

12. If a petition is filed, the administrative hearing process is designed to formulate agency action. Accordingly, the Department's final action may be different from the position taken by it in this Notice. Persons whose substantial interests will be affected by any decision of the Department with regard to the subject Consent Order have the right to petition to become a party to the proceeding. The petition must conform to the requirements specified above and be filed (received) within 21 days of receipt of this notice in the Office of General Counsel at the above address of the Department. Failure to petition within the allowed time frame constitutes a waiver of any right such person has to request a hearing under Sections 120.569 and 120.57, *Florida Statutes*, and to participate as a party to this proceeding. Any subsequent intervention will only be at the approval of the presiding officer upon motion filed pursuant to Rule 28-106.205.

13. A person whose substantial interests are affected by the Consent Order may file a timely petition for an administrative hearing under Sections 120.569 and 120.57, *Florida Statutes*, or may choose to pursue mediation as an alternative remedy under Section 120.573, Florida Statutes, before the deadline for filing a petition. Choosing mediation will not adversely affect the right to a hearing if mediation does not result in a settlement. The procedures for pursuing mediation are set forth below.

14. Mediation may only take place if the Department and all the parties to the proceeding agree that mediation is appropriate. A person may pursue mediation by reaching a mediation agreement with all parties to the proceeding (which include the Respondent, the Department, and any person who has filed a timely and sufficient petition for a hearing) and by

showing how the substantial interests of each mediating party are affected by the Consent Order. The agreement must be filed in (received by) the Office of General Counsel of the Department at 3900 Commonwealth Boulevard, MS #35, Tallahassee, Florida 32399-3000, within 10 days after the deadline as set forth above for the filing of a petition.

15. The agreement to mediate must include the following:

a. The names, addresses, and telephone numbers of any persons who may attend the mediation;

b. The name, address, and telephone number of the mediator selected by the parties, or a provision for selecting a mediator within a specified time;

c. The agreed allocation of the costs and fees associated with the mediation;

d. The agreement of the parties on the confidentiality of discussions and documents introduced during mediation;

e. The date, time, and place of the first mediation session, or a deadline for holding the first session, if no mediator has yet been chosen;

f. The name of each party's representative who shall have authority to settle or recommend settlement;

g. Either an explanation of how the substantial interests of each mediating party will be affected by the action or proposed action addressed in this notice of intent or a statement clearly identifying the petition for hearing that each party has already filed, and incorporating it by reference; and

h. The signatures of all parties or their authorized representatives. As provided in Section 120.573, *Florida Statutes*, the timely agreement of all parties to mediate will toll the time limitations imposed by Sections 120.569 and 120.57, *Florida Statutes*, for

requesting and holding an administrative hearing. Unless otherwise agreed by the parties, the mediation must be concluded within sixty days of the execution of the agreement. If mediation results in settlement of the administrative dispute, the Department must enter a final order incorporating the agreement of the parties. Persons whose substantial interests will be affected by such a modified final decision of the Department have a right to petition for a hearing only in accordance with the requirements for such petitions set forth above, and must therefore file their petitions within 21 days of receipt of this notice. If mediation terminates without settlement of the dispute, the Department shall notify all parties in writing that the administrative hearing processes under Sections 120.569 and 120.57, *Florida Statutes*, remain available for disposition of the dispute, and the notice will specify the deadlines that then will apply for challenging the agency action and electing remedies under those two statutes.

16. Entry of this Consent Order does not relieve Respondent of the need to comply with applicable federal, state or local laws, regulations or ordinances.

17. The terms and conditions set forth in this Consent Order may be enforced in a court of competent jurisdiction pursuant to Sections 120.69 and 403.121, *Florida Statutes*. Failure to comply with the terms of this Consent Order shall constitute a violation of Section 403.859, *Florida Statutes*.

18. Respondent is fully aware that a violation of the terms of this Consent Order may subject Respondent to judicial imposition of damages, civil penalties up to $5,000.00 per day per violation, and criminal penalties, except as limited by the provisions of this Consent Order.

19. Respondent shall allow all authorized representatives of the Department access to the facility at reasonable times for the purpose of determining compliance with the terms of this Consent Order and the rules and statutes of the Department.

20. All submittals and payments required by this Consent Order to be submitted to the Department shall be sent to the Florida Department of Environmental Protection, 3319 Maguire Boulevard, Suite 232, Orlando, FL 32803.

21. The Department, for and in consideration of the complete and timely performance by Respondent of the obligations agreed to in this Consent Order, hereby waives its right to seek judicial imposition of damages or civil penalties for alleged violations addressed in this Consent Order.

22. Respondent acknowledges and waives its right to an administrative hearing pursuant to Sections 120.569 and 120.57, *Florida Statutes*, on the terms of this Consent Order. Respondent acknowledges its right to appeal the terms of this Consent Order pursuant to Section 120.68, *Florida Statutes*, and waives that right upon signing this Consent Order.

23. No modifications of the terms of this Consent Order shall be effective until reduced to writing and executed by both Respondent and the Department.

24. In the event of a sale or conveyance of the facility or of the property upon which the facility is located, if all of the requirements of this Consent Order have not been fully satisfied, Respondent shall, at least 30 days prior to the sale or conveyance of the property or facility, (1) notify the Department of such sale or conveyance, (2) provide the name and address of the purchaser, or operator, or person(s) in control of the facility, and (3) provide a copy of this Consent Order with all attachments to the new owner. The sale or conveyance of the facility, or the property upon which the facility is located shall not relieve the Respondent of the obligations imposed in this Consent Order.

25. This Consent Order is a settlement of the Department's civil and administrative authority arising under Florida law to resolve the matters addressed herein. This Consent Order

is not a settlement of any criminal liabilities, which may arise under Florida law, nor is it a settlement of any violation, which may be prosecuted criminally or civilly under federal law.

26. This Consent Order is a final order of the Department pursuant to Section 120.52(7), Florida Statutes, and it is final and effective on the date filed with the Clerk of the Department unless a Petition for Administrative Hearing is filed in accordance with Chapter 120, *Florida Statutes*. Upon the timely filing of a petition this Consent Order will not be effective until further order of the Department.

FOR THE RESPONDENT

January 4, 2007
Date

Jack Lihvarcik, President
Aqua Utilities Florida, Inc.

DONE AND ORDERED this 10th day of January, 2007, in Orlando, Florida.

STATE OF FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

Vivian F. Garfein
Director, Central District

FILED, on this date, pursuant to Section 120.52, F.S., with the designated Department Clerk, receipt of which is hereby acknowledged.

Clerk

1/10/2007
Date

cc: Lea Crandall, Agency Clerk

Timolyn Henry 060368-WS

From: Consumer Contact
Sent: Tuesday, May 15, 2007 2:00 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9192

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: ronald young
Telephone: 407-977-3806
Email: yaayoung@aol.com
Address: 552 yellow tail pl chuluota 32766

BUSINESS INFORMATION

Business Account Name: ronald young
Account Number:
Address: 552 yellow tail pl chuluota FL 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Aqua Utilities has proposed a rate increase for our community of Chuluota FL. Our water and sewer rates are now so high we can barely pay our monthly bill. To increase our rates would cause us to have to sale our home. We can not pay higher bills than we are paying now. We do not want to move or change our children's schools. But the cost is out of control.
Our water quality is so poor we have to buy water to drink. We have gotten two notices from Aqua Utilities about contaminants in our water. My children do not drink this water but they do have bath in it. The chlorine content is higher than our pool! Something has to be done about this company.
Thank you for your help in this matter
Sincerely,
The Young Family
Ronald, Ann, Alli and Kendal

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Timolyn Henry

From: Consumer Contact
Sent: Tuesday, May 15, 2007 1:36 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9191

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Milton Castro
Telephone: 407-366-0049
Email: darby929@aol.com
Address: 416 Empress Lane Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Milton Castro
Account Number:
Address: 416 Empress Lane Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Docket # 060368-WS
The proposed rate increase by Aqua Utilities in Chuluota, FL is an absolute joke!!! We, consumers, are are already being charged ASTRONOMICAL rates for water and sewer!! How can a proposed rate increase of 3 times the already ridiculously high rates be justified?? Do you not see this as ripping off customers?? We need to act FAST to get Aqua America to STOP "providing" our water and sewer services and taking advantage of Florida residents!! Not to mention that the water they are providing is CONTAMINATED!!!! Yes, CONTAMINATED!! We recieve frequent letters informing us there are contaminants in our water that we use for bathing and cooking our infant son and toddler daughter. Isn't it time you PLEASE take a closer look into Aqua America and help the residents of Florida?

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
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SEC
OTH

Timolyn Henry

From: Consumer Contact
Sent: Tuesday, May 15, 2007 11:15 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9184

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Ketema Harris
Telephone: 4075747289
Email: ketema@ketema.net
Address: 507 Granite Circle Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Ketema Harris
Account Number: 0009023740644979
Address: 507 Granite Circle Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
This complaint is in reference to Docket #: 060368-WS, Chuluota is the service area. I want to complain about the rate hike as well as the lack of water pressure. The rate hike is absurd and unreasonable. We have no other choice of utilities and this increase is abusive as our water bills are already too high. Also we have received notices about contaminants in our water. Please prevent the rate hike from occuring or provide information on how we can choose a different water and waste provider.

Thank You

CMP ____
COM ____
CTR ____
ECR ___1___
GCL ___1___
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

ORIGINAL

Timolyn Henry 060368-WS

From: Consumer Contact
Sent: Tuesday, May 15, 2007 10:52 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9200

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Lisa Moncion
Telephone: 407-375-1194
Email: lisamoncion@bellsouth.net
Address: 519 Granite Cr Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Lisa Moncion
Account Number:
Address: 519 Granite Cr Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
My monthly water bill averages $180.00 per month and we have just been informed that Aqua Utilities is going to raise our monthly rates - almost a $100.00 per month!!!! I live in the new subdivision called the Trails and my neighbors in the older neighborhoods average around $50.00 per month for water. How is this fair? When will it stop?

PSC was contacted previously

CMP ____
COM ____
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ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

ORIGINAL

Timolyn Henry 060368-WS

From: Consumer Contact
Sent: Tuesday, May 15, 2007 10:06 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9199

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Brett and Denise Lingenfelter
Telephone: 407 977 2243
Email: deeling@cfl.rr.com
Address: 483 Granite Circle Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Brett and Denise Lingenfelter Account Number: 000901814 0644451
Address: 483 Granite Circle Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
To whom it may concern,
There will be a meeting held on June 26,2007 that is to be about tripling the amount of our water bill!! It seems that we are only talking about the new homes in Chuluota. The people on the next street over from us are paying an average of $50.00 a month for water service now! We pay an average of $150.00 per month!!! What is the reason for that? Why? Now they want to raise it!! Not just a little but almost triple what we are paying now? $300.00 a month for water that has contaminants?!! Water that we don't even drink! Can't drink!!! I do not even like to bathe in the water or wash my clothes in it, because the scent lingers on you and your clothes! I use more scented products now because I have to mask the smell of the water!!
How can these people do this to us?! Is this legal?! Unfortunately we don't have a choice in the matter because they are the ONLY water company servicing the area!!!
They have us by the balls!! There must be something we can do together to stop the raping of the people in our area!! Please help us!
Thank You, Brett and Denise Lingenfelter

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

ORIGINAL

May 11, 2007

DISTRIBUTION CENTER
07 MAY 15 AM 7:28

RECEIVED-FPSC
07 MAY 15 AM 10:03
COMMISSION CLERK

Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Reference: Docket No. 060368-WS

Gentlemen:

We totally disagree with the request by Aqua Utilities for a 200%+ monthly base facility charge increase. There have been no improvements made, that we can see, in the Palm Shores (Interlachen Lakes Estates) area that justify such an increase.

The St. Johns Water Management District has been doing a lot of advertising trying to get people to cut water consumption. It seems to us that if the goal is to cut water consumption, then it would be better to put any approved increase on just the price per gallon and not on the base rate.

Aqua is entitled to a fair rate but going from $10.25 to $34.17 a month for the base rate plus also charging a 50%+ higher per gallon rate is not fair or justified.

We have discussed this with many of our neighbors and most are very upset by this proposed rate increase.

We appreciate your consideration of our concerns.

Sincerely,

Frank Hilbourn

Frank Hilbourn

Barbara Hilbourn

Barbara Hilbourn

CMP _____
COM _____
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ECR _1_
GCL _1_
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

109 Baron Avenue
Interlachen, Florida 32148

Cc: Palatka Daily News

ORIGINAL

Timolyn Henry

From: Consumer Contact
Sent: Tuesday, May 15, 2007 8:46 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9179

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Zachary Rote
Telephone: 407-971-9276
Email:
Address: 517 Yellow Tail Pl Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Zachary Rote
Account Number:
Address: 517 Yellow Tail Pl Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Re: Impending Rate Increases and Poor Water Quality (Docket #: 060368-WS)

I recently received notice that Aqua Utilities was petitioning to increase both water and sewage base rates by about 3 times the current rate. I find this unacceptable due to the fact that a) They routinely fail to meet the EPA standards for water quality, b) In the morning hours the water pressure is about 25psi which is not acceptable, and c) we are already paying the highest water rates in the county.

Please take these points into consideration prior to allowing such an inflated rate increase.

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ORIGINAL

DISTRIBUTION CENTER

07 MAY 15 AM 7:29

20 ROSALIE OAKS BLVD

LAKE WALES ,FL 33898

RECEIVED-FPSC

07 MAY 15 AM 10:03

COMMISSION CLERK

May 11, 2007

TO WHOM IT MAY CONCERN.

WE ARE PROTESTING THE PROPOSED RATE INCREASE IN THE WATER AND SEWER RATES THAT AQUA UTILITIES HAS APPLIED FOR WITH THE FLORIDA PUBLIC SERVICE COMMISSION. 'DOCKET #060368-WS'

THIS IS A VERY UNREASONABLE RATE INCREASE FOR ANYONE TO ACCEPT. IT WILL BE VERY DIFFICULT FOR MANY OF US TO REMAIN IN OUR HOMES WITH THIS OUTRAGEOUS INCREASE IN OUR UTILITY BILL .

PLEASE DENY THIS PETITION

Sincerely,
HARLAN A PAULSEN

Harlan A. Paulsen

CMP ____
COM ____
CTR ____
ECR ___1___
GCL ___1___
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Refers to Docket #

To all of you, #060368 WS 5-11-07

ORIGINAL

DISTRIBUTION CENTER
07 MAY 15 AM 7:27

Vote No on Aqua Utilities Rate in Crease from $30.00 a month to 122.00 for water & Sewer

Year Hundrate effective 4-12-07 $58.03 which is way to much.

My Grandmother always told me if you can't be anything else you can be clean, because soap is cheap & water is Free.

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
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SGA
SEC
OTH

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

Jim McGannon
107 Rosalie Oaks Blvd
S.K. Wales Fl 33898

RECEIVED FPSC
07 MAY 15 AM 10:03
COMMISSION CLERK

ORIGINAL

Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Tuesday, May 15, 2007 8:54 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9180

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Richard Calvo
Telephone: 4079716724
Email: ric3cal@hotmail.com
Address: 304 Nestling Cove Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Richard Calvo
Account Number:
Address: 304 Nestling Cove Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
I have 2 complaints. First, Aqua Utilities Florida has not met the EPA standards for the last year (4 quarters). Second they are planning on increasing the base rate to $100.00. I have already spent $1500.00 to install a shallow well to irrigate my lawn because of the current high pricing. Some of my neighbors who water their lawns and don't have a well have complain of $300.00 a month water bills. To me that is outrageous, I was use to pay $50.00 a month when I lived in Fort Lauderdale for water services provided by the city. If Aqua Utilities is allow to increase the base rate from $30.00 to $100.00, I am looking at least a $150.00 a month water bill with a well system for irrigation. Those in my neighborhood without a well will either no longer water their lawns or have to pay $350 to $450 a month water bill. This water issue has also affected the values of the homes in my community since Realtors know of the water situation and warning buyers about it. I believe this deters potential buyers from purchasing homes in our community. This complaint is in reference to article # 060368-ws

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COM ____
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RCA ____
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SGA ____
SEC ____
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Timolyn Henry

From: Consumer Contact
Sent: Tuesday, May 15, 2007 8:35 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9178

CMP ____
COM ____
CTR ____
ECR ____
GCL ____
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Marc Pitters
Telephone: 407-366-4188
Email: peanutty24@bellsouth.net
Address: 511 Granite Circle Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Marc Pitters
Account Number: 0068-42-7215-2-1
Address: 511 Granite Circle Chuluota FL 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Docket #: 060368-WS Serivce area Chuluota

Please have compassion for us in Chuluota! My water bill already averages $220 per month. We are NOT excessive with the water and are only 3 persons living in a 2100 sq ft home. If you approve the current request for an increase I will be paying over $500/month for just water! MY BILL IS ALREADY EXCESSIVE! PLEASE DO NOT approve the increase request!

Our water is not up to proper standards. Aqua utilities is always sending us letters of concern regarding the quality of the water, who should and should not drink it. While I appreciate the information I must question why they have not resolved the issue. The water pressure in the mornings is EXTREMELY low (some days just a drizzle). What is going to happen when the rest of the area homes are completed. I wish we had a choice regarding another water company.

PLEASE look into this area and do your research before voting on this issue! PLEASE DO NOT APPROVE THE INCREASE REQUEST!

THANK YOU!

Timolyn Henry

From: Consumer Contact
Sent: Tuesday, May 15, 2007 8:27 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9177

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Paul Rochelle
Telephone: 407-971-4085
Email: rochellep@autonation.com
Address: 371 medallion pl Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Paul Rochelle
Account Number:
Address: 371 medallion pl Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
reference docket #060368-ws where in the hell do they come off asking for such a rate increase,OUR WATER RATES ARE TO HIGH NOW AND there water is so hard, taste bad, smells bad. I have lived in Seminole county for the past 10 years and never have I had such high water bills, also why is there a private water company allowed by the state and county, why is this not owned by the county ?. If the state would allow such a increase you will kill the value of living in such a nice quite place. PLEASE STEP IN AND STOP THEM, FORCE THEM TO SELL OUT TO THE COUNTY.

CMP ____
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Timolyn Henry

From: Consumer Contact
Sent: Monday, May 14, 2007 8:22 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9172

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Pablo Nieves
Telephone: 407-359-3053
Email: Altavision@msn.com
Address: 379 Medallion Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Pablo Nieves
Account Number:
Address: 379 Medallion Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
DOCKET #: 060368-WS & Chuluota as the service area.

My name is Pablo Nieves and I am a resident of Chuluota, Florida where I reside since 2/2005, after my purchase on 12/2004.

From the time I purchased my home our water have been supplied by Aqua Utilities Florida; their service and quality of water have been very poor, their fees and charges unreasonable and extremelly high.

Even during the two months that my property was not occupied after been purchased I would receive bills adding up to close to $300, and when disputed and explained that the property was vacan during the billed period, I would be told that they could only go by the meter. As an individual I am without recourse and cannot defend myself, and can only pay or get my service disconnected. At the time I complained to Aqua Utilities, and even contacted the town manager and this commission to see if there was something I could do, without luck.

This abuse continues. My monthly water bill averages $150 per month for a family of Five. At the rate that the company wants to increase their rates it will not be long before it reaches over $200. The service and water quality does not justify any of the charges and the requested increment. This charge does not only affect our pockets now, but it does in the long run, by affecting our property values and, therefore, the local economy.

There are three documents that we are constantly getting in the mail from Aqua Utilities:

Their statement showing that the water does not meet the current state requirements and to avoid drinking it

Their notices of increment on charges everytime the state allows it and everytime they have the option

Their excessive charges on the monthly bill, which serves as a reminder to the residents

of how little we can do against a bully with connections.

I cannot understand how can an out of state company be allowed to do what they do, when this service should be provided by a local company.

I will appreciate if the commission takes control of this matter and protect us from the abusive charges. Thank You.

Pablo Nievs

PSC was contacted previously

ORIGINAL

Timolyn Henry

From: Consumer Contact
Sent: Monday, May 14, 2007 4:57 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9166

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Candy Burton
Telephone: 407-359-2305
Email: burtonbryan@bellsouth.net
Address: 536 Yellow Tail Place Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Candy Burton
Account Number: 000903461 0646012
Address: 536 Yellow Tail Place Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Reference: Docket # 060368-WS and Chuluota is the service area. I am appalled at the suggested water rate increase. In Chuluota we already have high rates in compairson to the other surrounding cities. Our water pressure is especially poor in the early morning and the quality of the water is terrible. I do not know how Aqua Utilities could even suggest such an increase of this magnitude. At the current proposed increase rate my water bill would increase by 58% or more, again how could this possibly be justified.

PSC was contacted previously

CMP ____
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Timolyn Henry

From: Consumer Contact
Sent: Monday, May 14, 2007 4:22 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9165

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Deborah Bryant
Telephone: 407 366-8740
Email: dtrm@bellsouth.net
Address: 677 Red Pepper Loop Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Deborah Bryant
Account Number:
Address: 677 Red Pepper Loop Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Docket # 060368-WS with Chuluota as the service area.

Aqua Utilitiesis trying to increase our base rates by almost 300%. This is unheard of. How about a 3 to 5 % increase?

Our water quality is allways poor. Our presure in the morning is also very poor. We already have one of the highest water rates in Florida without this proposed increase. We need your help! Please don't let this unfair increase be passed on to our comunity. If Aqua Utilities had to invest a lot of money to fix there problems than that is just it - it's there problem!!

We just recieved our water quality report on May 14, 2007. The TTHM is rated at 161.5 The EPA standard is 80 TTHM! Why does Aqua Utilities not have to fix this problem? This is unacceptable!

Please help our children who drink this water every day. Aqua Utilities should not be allowed to rape us any further!!!! They need to invest a lot more to fix there sub-standard water quality.

Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Monday, May 14, 2007 4:07 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9164

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Jesse Duncan
Telephone: 4079719470
Email: jessesduncan@yahoo.com
Address: 572 Yellow Tail Place Chuluota 32766-6006

BUSINESS INFORMATION

Business Account Name: Jesse Duncan
Account Number:
Address: 572 Yellow Tail Place Chuluota FL 32766-6006

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Aqua Utilities is proposing a rate increase for the Chuluota area - they pitifully administer the water in this rural part of Seminole County. Our water is dirty. It contains contaminants and has the flavor of puddle water - almost not worth a dime, much less the already ridiculous rates Aqua Utilities charges currently. The proposed rate increase will triple the current rates -- as if their service is worth 10% of that. Water pressure is so low that most morning water usage results in a very low pressure usage - low pressure showers, irrigation systems that don't function properly (which results in damage to lawns and landscaping - more money out of our pockets). Very ridiculous service for a public water system. It is already the most expensive water in the state, and they want an increase to their rates??? For What? Infrastructure improvements that provide nasty water and low pressure non-sense? This is a fleecing of the residence who live here.
It is ridiculous that any public service employee and committee would allow this to continue. Aqua Utilities service is horrible. Their customer service is out-dated and unfriendly, a pure joke. If Aqua Utilities was half as anal about the product they provide, as they are about bill collections, then we wouldn't have as many issues.
I vote against a rate increase and for an in-depth investigation into the water and sewage administration in Chuluota, Seminole, Florida. Aqua Utilities is taking advantage of a miserable situation - very unethical and something that should not be going on in the great State of Florida.
Do something about this, please.
Thank you.

ORIGINAL

4625 WINDY LANE
ZEPHYRHILLS, FLORIDA 33541
MAY 11, 2007

RECEIVED FPSC
07 MAY 14 PM 4:06
COMMISSION CLERK

DIRECTOR, DIVISION OF THE COMMISSION CLERK AND ADMINISTRATIVE SERVICES
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0870

I am Against Any increase in the proposed Water + Sewer rates of AQUA UTILITIES FLORIDA INC. A rate increase would effect 210 homes here in Zephyrshores. They are all owned by senior citizens living on fixed incomes. AQUA Utilities rates are among the highest in Pasco County and throut the State of Florida.

I suggest the Florida Public Service Commission Lower ALL their water and sewer rates to confirm to that of PASCO County water and sewer rates.

ATTACHED COPY OF MY LAST BILL.

Sincerely,

Gus Alexakos - Past PRESIDENT OF ZEPHYRSHORES

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BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN PASCO COUNTY, FLORIDA BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring this system in July 2004. Since then, the Utility will have invested more than $240,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. The upgrades include installation of a new water supply well, which will eliminate the need to purchase water from Pasco County and reduce the water system's costs. A rate increase is necessary for the Utility to be given an opportunity to

Non-residential	$	3.93	Non-residential	$	11.46	$	16.19	$ 7.01

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

AQUA

Service To:
GUS ALEXAKOS
4625 WINDY LN
ZEPHYRHILLS, FL 33541-2125
Lot: 0000003 Block:

Account Number
000901336 0643998
ZEPHYR SHORES

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
May 01, 2007	**$ 120.87**	**May 23, 2007**

Meter Data

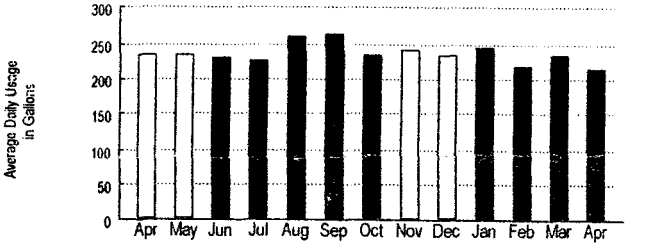
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
76734205	5/8	04/25/07	28	Actual	346000	6,000	Gallons
		03/28/07		Actual	340000		

Average Daily Usage = 214 Gallons Total Days: 28 Total Usage: 6,000 Gallons

Billing Detail

Amount Owed from Last Bill	$ 110.97
Total Payments Received	110.97
Balance	**0.00**
Current Water Charges	37.35
Current Sewer Charges	82.78
Utility Tax	0.74
Amount Due 05/23/07	**$ 120.87**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

ORIGINAL

This letter is being written in referance to **Docket # 060368-WS**. We are opposed to the hardship that this suggested increase in our base utilities will impose on retired and fixed income residents of Rosalie Oaks. It is an unjust and unfair amount to request. Please do not allow private enterprises to place these burdens on our community, we respect that you are there to protect us from this unreasonable increase.

Sincerely,

Joanne M. Sadowski

Joanne Sadowski
112 Silver Oak Drive
Lake Wales FL 33898

RECEIVED-FPSC
07 MAY 14 AM 9:39
COMMISSION CLERK

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
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SGA ____
SEC ____
OTH ____

ORIGINAL

DISTRIBUTION CENTER
07 MAY 14 AM 7:53
RECEIVED-FPSC
07 MAY 14 AM 9:38
COMMISSION CLERK

Mrs. Helen Schmidt
48 Rosalie Oaks Blvd.
Lake Wales, FL 33898

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL 3239908

Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

I am a widow lady who is concerned about the request for rate increase on our water and sewer bills. I am upset that such a request of over 220% would even be considered. I heard it was because of the recent maintenance done on the sewer lines down our street. That must have cost an awful lot of money, but you know, nobody else pays for the maintenance on my car when I need to have it done. I am having my neighbor type this out for me so I can express my opinion . I just don't know how in the world I can pay that kind of bill along with my electric and still buy groceries. I just want you to know that I am against the approval of such an increase.

I am asking you to please consider these things and **not allow such an increase as requested by Aqua Utilities.**

Sincerely,

Helen Schmidt

Mrs. Helen Schmidt

CMP _____
COM _____
CTR _____
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SCR _____
SGA _____
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OTH _____

ORIGINAL

DISTRIBUTION CENTER
07 MAY 14 AM 7:44

RECEIVED-FPSC
07 MAY 14 AM 9:37
COMMISSION CLERK

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

R: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.
The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely

Edward & Jeanine Fillor
711 Brigadoon Circle
Leesburg, FL 34788
Scottish Highlands Resident

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

ORIGINAL

DISTRIBUTION CENTER
07 MAY 14 AM 7:52
RECEIVED FPSC
07 MAY 14 AM 9:37
COMMISSION CLERK

Director, Division of the Commission Clerk,
And Administrative Services,
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

R: Docket Number 060368-WS

Dear Sirs:

This letter is intended to formally file a complaint regarding the rate increases proposed by Aqua Utilities water services.

The increase is in two increments, meter and usage.

Meter: The "interim" rate increase of approximately 32% as approved by the PUC was effective April 12, 2007, with notification to all consumers after that date.

The "proposed final rate" is an increase of approximately 270%!

Usage: the interim rate increase is approximately 32%

The "proposed final rate" for usage under 6,001 gallons is an increase of 73%.
The "proposed final rate" for usage over 6,000 gallons is an increase of 117%.

Your continued diligence in protecting the consumers of Florida is certainly appreciated.

Sincerely

William E. Donovan
Charlotte E. Donovan

★★★★★ USA ★★★★★

Mr. William E. Donovan
24 Brigadoon Cir.
Leesburg, FL 34788

★★★★★★★★★★★★★★★

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Timolyn Henry

060368-WS

From: Consumer Contact
Sent: Monday, May 14, 2007 8:23 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9173

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Sandra Wirick
Telephone: 407-496-8212
Email: sjwirick@gmail.com
Address: 669 Red Pepper Loop Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Sandra Wirick
Account Number: 000906221 06848619
Address: 669 Red Pepper Loop Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
In several years past this water company increased their rates substantially. Once again they are requesting a rate increase of 2.96% this would take our base water bill for two adults in residence from 10.25 to well over 32.26, they are also increasing the sewer rate from 24.72 to 94.56! Then they have the audacity to charge for the gallons of water used and sewage produced on top of the base rates. So we are possibly looking at a combined bill of of at least 186.32!! This is unconscionable considering that I cannot use the water for drinking or cooking due to health concerns and the water discolors our clothing as well as has a distinctive odor. I have to add bottled water on top of this total to protect our health. In the early morning and evening water pressure is a joke. Their customer service simply does not exist. The excuse that Aqua is giving for their rate increases from so called improvements to the water system. That have occurred over a period of years; this in our opinion is not our concern due to the fact that they purchase a water system that they knew needed improvement. We have neighbors that are in another water system that only charges 30.00 a month for a family of four.It is time for your agency to stick up for the individual person over a greedy company's bid for more money.

CMP ____
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SEC ____
OTH ____

RECEIVED-FPSC
06 MAY 11 PM 3:09
COMMISSION CLERK

MEMORANDUM

May 10, 2006

TO: DIVISION OF THE COMMISSION CLERK AND ADMINISTRATIVE SERVICES

FROM: OFFICE OF THE GENERAL COUNSEL (HELTON) MAH

RE: DOCKET NO. 060368-WS - Application for increase in water and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utility, Inc. d/b/a Aqua Utilities Florida, Inc., Arredondo Utility Company, Inc. d/b/a Aqua Utilities Florida, Inc., Jasmine Lakes Utilities Corporation d/b/a Aqua Utilities Florida, Inc., Crystal River Utilities, Inc. d/b/a Aqua Utilities Florida, Inc., Ocala Oaks Utilities, Inc. d/b/a Aqua Utilities Florida, Inc., and Aqua Utilities Florida, Inc.

Please file the attached e-mail from Mary Anne Helton to Mr. Kuniegel, on the correspondence side of the above-referenced docket.

DATE DOCUMENT SENT TO CCA 5/10/06.

MAH/pz
Attachment
I:2006/060368-WS

Mary Anne Helton

From: Mary Anne Helton
Sent: Wednesday, May 10, 2006 3:07 PM
To: 'kuniegel@bellsouth.net'
Cc: Angie Calhoun; Rhonda Hicks; Tim Devlin; Mary Anne Helton
Subject: RE: RE:Aqua Utilities Florida, Inc.

Dear Mr. Kuniegel:

The Commission sets rates pursuant to Chapter 367, Florida Statutes, including Section 367.081, Florida Statutes. Recently, Aqua Utilities informed the Commission that it plans to file a petition for a rate increase this summer, which was assigned Docket No. 060368-WS. After Aqua Utilities files its minimum filing requirements for its case, a hearing schedule will be established that provides the Commission and intervenors with the opportunity to review the utility's base facility charge, among other things.

I will file this e-mail string in the correspondence side of Docket 060368-WS. You may track the progress of the case on the Commission's web site at the following link: http://www.psc.state.fl.us/. If you wish to actively participate in the case, you may intervene following the procedure outlined in Rule 25-22.039, Florida Administrative Code. The Commission's rules may be accessed at this link:
http://fac.dos.state.fl.us/faconline/chapter25.pdf. You may also call the Office of Public Counsel, who represents the citizens of the State of Florida in Commission proceedings, at 1-800-342-0222 and request that they raise your concerns in Docket No. 060368-WS. The Public Counsel also has a web site: http://www.floridaopc.gov/.

Sincerely,

Mary Anne Helton
Attorney Supervisor
Florida Public Service Commission
Office of the General Counsel
Economic Regulation Section
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0862
(850) 413-6096 (voice)
(850) 413-6250 (fax)
mhelton@psc.state.fl.us

-----Original Message-----
From: kuniegel [mailto:kuniegel@bekuniegel@bellsouth.netllsouth.net]
Sent: Friday, May 05, 2006 5:08 PM
To: Angie Calhoun
Subject: Re: RE:Aqua Utilities Florida, Inc.

Ms. Calhoun,

Who is the idiot that set up this process. "Charges for Operating Expenses"

should be part of and included in the price we pay for our water. I run a business and can not charge my customers for "operation expense or fixed cost expense", THESE ITEMS ARE PART OF MY BILLING RATE TO MY CUSTOMER. This company is no different than any other company, they are in business to make a profit. The billing for water should contain operational and capital recovery charges INCLUDED in the price of the water. Why should the residents provide a gift to this company to pay them for operating and infrastructure for providing water to clients?

This needs to be changed.

Please provide detail as to the process and procedure I need to implement to get the required changes made.

Thank you,

Lewis W. Kuniegel
(407)359-0940

----- Original Message -----
From: "Angie Calhoun" <ACalhoun@PSC.STATE.FL.US>
To: <kuniegel@bellsouth.net>
Sent: Friday, May 05, 2006 4:39 PM
Subject: RE:Aqua Utilities Florida, Inc.

05/05/2006

RE : Aqua Utilities Florida, Inc.

Dear Mr. Kuniegel:

This email is in response to your recent inquiry to the Florida Public Service Commission (PSC) regarding Aqua Utilities and base facility charges.

The base facility charges reimburse the utility for all of the fixed costs associated with providing service to each customer. These costs do not vary with the amount of water or water/wastewater used and continue whether the customer actually uses any water in any one month. These costs include depreciation, property taxes, maintenance expenses, and insurance. Since the fixed expenses of a water/wastewater company represent a large portion of the utility's total expenses, the base facility charge is often higher than the gallonage charge.

The base facility charge method of calculating the bill was initiated to more equitably distribute the cost of operating a water and/or wastewater utility among the customers actually creating the expense. A water/wastewater company must build facilities large enough to provide service to the maximum number of customers it can expect to serve. If a large portion of those customers leave town for months at a time, it is not reasonable to expect the rest of the customers to bear the fixed costs of the facilities built to serve the seasonal residents.

Your utility company's base facility charge was established by the Public Service Commission (PSC) in the company's latest rate case. It was determined by auditing the fixed expenses specific to Aqua Utilities, formerly Florida Water Services, and allowing only those expenses that are considered to be reasonable and prudent to be included in the base facility charge.

Water and wastewater usage charges are those charges for the actual use of water and wastewater. Water and wastewater rates are established during rate cases before the PSC. Currently the residential rate for Aqua Utilities in Chuluota is $3.89 per 1,000 gallons for water, and $8.01 per 1,000 gallons for wastewater, up to 6,000 gallons.
After 6,000 gallons there is no charge.

Investor-owned water and waste water companies regulated by the PSC are subject to the rules regarding establishment of rates. You may wish to review our brochure on water rate proceedings at the following link:
www.floridapsc.com/general/publications/brochure_pdf/waterrate1.pdf

You may wish to review the statutes regarding water and wastewater service at:
http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&URL=Ch0367/titl0367.htm&StatuteYear=2005&Title=%2D%3E2005%2D%3EChapter%20367

Thank you for contacting the Florida Public Service Commission.
I hope this information is helpful.

Sincerely,

Angela Calhoun
Regulatory Specialist III
Division of Regulatory Compliance and Consumer Assistance

From: kuniegel [mailto:kuniegel@bellsouth.net]
Sent: Thursday, May 04, 2006 5:03 PM
To: Consumer Contact
Subject: Aqua Utilities Florida, Inc

Dear Sir:

I am writing to find out what in the world is going on with the water bills in the Chuluota, Florida area serviced by Aqua Utilities Florida, Inc.?

I have charges for the following:

Water Base Facility Charge
Water Usage Charge

Sewer Base Facility Charge
Sewer Usage
Surcharge

Why should I have two (2) separate charges for water and two (2) separate charges for sewer? Any facility charges should already be incorporated in the usage rate I pay for each of these services. This is not right. You are allowing them to double dip for each of these services.

It's know wonder the people in these area are furious. You call Aqua and they simply say "these are the rates we are allowed to charge by the PSC".

Please contact me so we can implement a process to get this changed as well as a process for getting these rates in line with other water utilities which are less than a mile from my location.

Lewis W. Kuniegel
632 Red Pepper Loop
Chuluota, Florida 32766

(407) 359-0940
--
No virus found in this incoming message.
Checked by AVG Free Edition.
Version: 7.1.385 / Virus Database: 268.5.3/331 - Release Date: 5/3/06

ORIGINAL

13 Rosalie Oaks Blvd, Lake Wales, FL 33898

May 8, 2007

RECEIVED-FPSC
07 MAY 11 AM 9:24
COMMISSION
CLERK

Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

Re: Docket No. 060368-WS - Aqua Utilities Proposed Increase

Dear Sir:

First, I cannot believe that an interim rate has already been approved that's over a 100% increase!

Second, I don't know how Aqua Utilities can claim that they acquired this system in August 2003. My first payment to Crystal River was in November 1996. If you call their 800 number today, Aqua Utilities answers. My first payment to Aqua Source was February 2000 - the name change may have come 3 years after that, but I've been paying "Aqua" for 7 years. Did they not set aside ANY money for repairs?

Third, if their $430,000 upgrade "investment" averages $2,200 per customer, that would mean that the final increase of 220% ($122.58 per month) comes to $285,480 per year. Every two years we would be reimbursing them for their upgrade investment. What's fair about that?! Their interim rate comes to $135,790 per year, which means we'd be paying for their upgrade every 3 years at that rate!! That's not even reasonable.

Fourth, in their initial customer notice they state that they replaced deteriorating pipe that carries the waste to the plant. I can tell you for a fact, because their contract repair truck sat in our front yard, that it was not pipe that was replaced! It was the liner.

Fifth, and this may be rumor, but important nevertheless, an Aqua repairman had the water turned off a few months ago. One of the residents ask him how long it would be turned off. The Aqua repairman said it would not be long, but since they will be the ones putting in the water and sewer for the new houses across the canal, when approved, they were putting in a new valve now. Are they trying to get the money out of us for this new venture?

Sixth, our household consists of two retired people, as do most in here. Our mobile home is a single-wide 1980. There are several in here that are older, and also many with only one social security income. We cannot afford to keep paying over and over again for the same repairs, nor can we afford any new ventures not concerning us. Please either decline their application for increase or bring the increase down to a more reasonable percentage, say 10%.

Thank you for your consideration.

Respectfully,

Nancy A Pearce

Nancy A. Pearce

cc: Gov. Crist Cong. Putnam Polk County Commissioners
Bill Bair, Tom Palmer

CMP ____
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ORIGINAL

This letter is being written in referance to **Docket # 060368-WS** . We are opposed to the hardship that this suggested increase in our base utilities will impose on retired and fixed income residents of Rosalie Oaks. It is an unjust and unfair amount to request. Please do not allow private enterprises to place these burdens on our community, we respect that you are there to protect us from this unreasonable increase.

Sincerely,

Mr. Allen Christian
103 Rosalie Oaks Blvd
Lake Wales, FL 33898

Allen Christian

Margaret Christian
103 Rosalie Oaks Blvd.
Lake Wales. FL 33898-8447

Margaret Christian

DISTRIBUTION CENTER
07 MAY 11 AM 7:25

RECEIVED-FPSC
07 MAY 11 AM 9:32
COMMISSION
CLERK

CMP ____
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ORIGINAL

DISTRIBUTION CENTER

07 MAY 10 AM 7:57

RECEIVED FPSC
07 MAY 10 AM 9:58
COMMISSION CLERK

Hamilton F. Hodge
50 Rosalie Oaks Blvd.
Lake Wales, FL 33898
May 4, 2007

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service commission
2540 Shumard Oak Blvd.
Tallahassee, FL 3239908

Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

My husband and I feel that the proposed increase in the current water and sewer rates of over 220% is absolutely unacceptable. This excessive increase would cause a hardship for all of us on a fixed income and most certainly cause major concerns for our widow ladies on this street. Our small subdivision of one long street, with a short side street, consist of small mobile homes of retirees who fish for leisure at the nearby lake. We all live off Social Security and/or Retirement Income. Anyone can tell you the yearly increase does not even compare with such a request for increase of water and sewer rates. An increase like that would make the cost of water and sewer be more than our electric bills and would devastate this community. We already have seen a For Sale sign put in a yard up the street from us.

We are asking you to please consider these things and **not allow such an increase as requested by Aqua Utilities.**

Sincerely,

Frank Hodge
Shelby Hodge
Frank and Shelby Hodge

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ORIGINAL

RECEIVED-FPSC
07 MAY 10 AM 9:58
COMMISSION CLERK

Mrs. Leslie Curry
294 Osprey Lakes Circle
Chuluota, FL 32766
May 8, 2007

Florida Public Service Commission
Attn: Director, Division of the Commission
Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Re: Aqua Utilities Florida, Inc. – Petition for Rate Increase
Docket No. 060368-WS

Dear Commission Director:

We received a notice recently that Aqua Utilities Florida, Inc. has filed a petition for a rate increase with the Florida Public Service Commission. We are adamantly opposed to the rate hike being approved for several reasons. Many Aqua Utilities Florida customers in the Seminole County area are already paying the highest water and wastewater rate in Central Florida, including our family. For the past 3 years we have received water bills which are almost three times higher than water bills we received at our last residence in the Winter Park, Florida area (less than 15 miles away) for the same volume of water usage. Additionally, we are concerned about the quality of water Aqua Utilities Florida has been providing our homes at this high rate. For a number of consecutive months we have been receiving Public Notices that Aqua Utilities Florida is in violation of approved water quality standards (exceeding the TTHM threshold) which can pose a threat to human health. While they claim that they have invested around "...$5 million in our community's infrastructure," we have not realized an improvement in our water quality. On a number of occasions we have called Aqua Utilities Florida to report an unusually overwhelming smell and taste of excess chlorine in our water and we have had to resort to purchasing drinking water on many occasions.

For these reasons, we implore the Florida Public Service Commission to deny Aqua Utilities their rate hike request and to further hold them accountable to at least meet required State water quality standards before a rate hike can be considered.

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Sincerely,

Leslie Curry

Leslie W. Curry
Customer of Aqua Utilities Florida
Seminole County, Florida

ORIGINAL

May 7, 2007

DISTRIBUTION CENTER
07 MAY 10 AM 7:55
RECEIVED-FPSC
07 MAY 10 AM 9:58
COMMISSION CLERK

Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

RE: Docket Number: 060368-WS

Dear Director,

I am writing in regard to the request to increase the water and sewer rates by Aqua Utilities Florida, Inc. in Chuluota. I would appreciate it if the commission would take a long, hard, fair look at these proposed increases. I feel they are unreasonably high. For the average homeowner to afford these new rates is unbelievable.

We moved here in February of this year. We expected water restrictions of some sort but thought that water rates would be reasonable. After being here only a couple of weeks we started hearing about the terrible water bills from numerous people. When I say terrible I am talking $350 -$400 per month. My husband and I thought "how could this possibly be?" We are finding out the hard way just how bad the situation is.

Our first water bill was $100. Our next bill doubled to $200 with the interim rates. It is just my husband and me and we are conservation-minded with the water we use, in an effort to help preserve Florida's natural resource. We did not budget for a water bill that is hundreds of dollars each month. The proposed water rate is a 167.5% increase over the present rate. The proposed sewer rate is a 205% increase over the present rate. Doesn't this sound excessive? Could you afford this kind of increase in your own personal water/sewer bill?

I realize Aqua Utilities would like us (the customer) to pay for their upgrades but these increases are just too much. My understanding is that the utility does not have that many customers in the state of Florida. Maybe they should expand that number or get out of the business here and let someone that can better handle economy of scale operate the water utility.

We do not have a choice about who provides our water. This water comes from the same Aquifer that neighbors within a mile or two of us consume, but their rates are much more reasonable.

Please consider not allowing the proposed increases of such magnitude. We would like to be able to live in our Chuluota home for a long time to come.

Sincerely,

Kenneth Watts Marie Watts

Kenneth and Marie Watts
518 Sparrow Hawk Cove
Chuluota, Florida 32766

CMP
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ORIGINAL

DISTRIBUTION CENTER
07 MAY 10 AM 7: 58

Donald Block
33 Rosalie Oaks Blvd
Lake Wales, Fl 33898
May 6, 2007

RECEIVED
07 MAY 10 AM 9: 58
COMMISSION CLERK

IN Regard to Docket # 060368 -WS

To whom it may concern,

We are PROTESTING the proposed rate increase in the water and sewer rates that Aqua Utilities has applied for with the Florida Public Service Commission.

A burden will be put on ALL the customers of Aqua Utilities.

Please deny this petition as it is exorbitant and an unacceptable rate increase.

Thank you.

Sincerely,

Donald E. Block

Donald E. Block

CMP ____
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ORIGINAL

DISTRIBUTION CENTER

07 MAY 10 AM 7:58

Donald Block
33 Rosalie Oaks Blvd
Lake Wales, Fl 33898
May 6, 2007

RECEIVED
07 MAY 10 AM 9:58
COMMISSION CLERK

IN Regard to Docket # 060368-WS

To whom it may concern,

We are PROTESTING the proposed rate increase in the water and sewer rates that Aqua Utilities has applied for with the Florida Public Service Commission.

A burden will be put on ALL the customers of Aqua Utilities.

Please deny this petition as it is exorbitant and an unacceptable rate increase.

Thank you.

Sincerely,

Donald E. Block

Donald E. Block

CMP ____
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● ORIGINAL ●

RECEIVED
07 MAY 10 AM 9:58
COMMISSION
CLERK

DIRECTOR, DIVISION OF COMMISSION CLERK & ADMIN. SERVICES
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD
TALLAHASSE, FL 32399-0807

IN REGARD: DOCKET # 060368-WS

DEAR SIR:

PLEASE HELP US TO NIP THE 220% RAISE IN THE PRICE OF OUR WATER/SEWER RATES . WE TRY IN VAIN TO PREVENT GOING BROKE BY PAYING THE LARGE INCREASES IN INSURANCE, TAXES, UTILITY RATES, CABLE, GAS, ETC. YES, ALL PEOPLE ARE FACING THIS PROBLEM - BUT WHEN IS SOMETHING GOING TO BE DONE ABOUT IT. WE NOT ONLY WILL HAVE THE HIGH RATE OF WATER USAGE WHILE IN RESIDENCE, BUT THOSE OF WHO COME BACK NORTH IN THE SUMMER ARE STILL BILLED AT THE REGUALR RATE FOR WATER WE DO NOT USE AND HAVE TURNED OFF AT THE METER. THIS ALONE SHOULD NOT BE ALLOWED BUT THEN WHO IS RESPONSIBLE FOR CONTROLLING IT - AND IS IT EVEN LEGAL. THE AQUA SOURCE COMPANY HAS CHANGED OWNERS AS MANY TIMES AS THE WEATHER CHANGES.

IN AN EFFORT TO BE BRIEF, JUST LET ME SAY THAT WE NEED YOUR HELP. THE RESIDENTS OF ROSALIE OAKS BLVD, LAKE WALES, FLORIDA AND OTHER USERS OF THIS UTILITY ARE URGING THOSE WHO HAVE THE POWER TO PREVENT THIS HORRENDOUS RAISE. AT THE VERY LEASE, THE RATES COULD BE GRADUALLY PHASED IN WITH MORE ADVANCED WARNING. THANK YOU FOR YOUR TIME AND CONSIDERATION.

SINCERELY,

Paul & Betty Wilmoth

PAUL & BETTY WILMOTH
57 ROSALIE OAKS BLVD
LAKE WALES, FL 33898.

CMP ____
COM ____
CTR ____
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● ORIGINAL ●

In reference to Docket No. 060368-WS.
"Increase in water & wastewater Rates in Putnam County."

DISTRIBUTION CENTER
07 MAY 10 AM 7:57

Please take into consideration the many elder who live on fixed incomes - with barely a 3% increase of our Social Security - We have trouble keeping up with the cost of living - plus Medicare premium increases. I am 81 yrs old and I beg you to reconsider your proposal.

Thank you very much.

God bless you!

RECEIVED & FILED
07 MAY 10 AM 9:58
COMMISSION CLERK

CMP ____
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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 10, 2007 8:55 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: Docket file

Please add to docket file.

-----Original Message-----
From: Consumer Contact
Sent: Wednesday, May 09, 2007 9:22 AM
To: Ruth McHargue
Subject: FW: My contact

To CLK for docket 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, May 08, 2007 12:24 PM
To: Webmaster
Cc: drward002@yahoo.com
Subject: My contact

Contact from a Web user

Contact Information:
Name: Donald and Irma Ward
Company: Retired
Primary Phone: 352-253-0516
Secondary Phone: 352-217-2223
Email: drward002@yahoo.com

Response requested? Yes
CC Sent? Yes

Comments:
We have been retired for several years and with the advent of inflation, higher taxes, higher health card, and higher gasoline prices, There is no way we can pay for an increase of anything over the 3% rate of inflation. Your proposed increase of the final rate of $21.38/month is simply out of the question. We ask that you reconsider and make a reasonable adjustment of 3%.

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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 10, 2007 8:47 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks

Please add to docket file.

-----Original Message-----
From: Consumer Contact
Sent: Wednesday, May 09, 2007 3:15 PM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9114

To CLK Docket 060368W

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 09, 2007 2:14 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9114

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Thomas Demetry
Telephone: 4073679056
Email: tdemetry@bellsouth.net
Address: 314 Velveteen Pl Chuluota 32766

BUSINESS INFORMATION

Business Account Name: Thomas Demetry
Account Number:
Address: 314 Velveteen Pl Chuluota Florida 32766

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
The cost of water is out of hand here. They are trying to get a rate increase.
We pay between $130.00 to $150.00 for water and wastewater,that has been tested as one of the worst water qualities in the florida.These bill amounts are for water usage between 11,500 to 12,500 gallons per month. We have the smallest home model here. With out the irrigation we sue about 6000 to 6500 gallons per month. Is there something we can do? This has been an issue for 4 years now that seems to be falling on deaf ears.
Please help!

CMP ____
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GCL 1
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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, May 10, 2007 8:46 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: Docket file

Please add to docket file.

-----Original Message-----
From: Consumer Contact
Sent: Thursday, May 10, 2007 8:26 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9117

To CLK Docket 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 09, 2007 8:56 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9117

Complaint filed with PSC

Select County: HIGHLANDS
CUSTOMER INFORMATION

Name: Hank Riebling
Telephone: 954-564-2624
Email: ehr005@motorola.com
Address: 2848 ne 17th Terrace Wilton Manors 33334

BUSINESS INFORMATION

Business Account Name: Hank Riebling
Account Number: 000900359 0643062
Address: 421 Lake Josephine Shores RD Sebring FL 33875-9702

COMPLAINT INFORMATION

Complaint: Other Complaint against AquaSource Utility, Inc. d/b/a Aqua Utilities Florida, Inc
Details:
I am objecting to the proposed increases which will amount to a 300% increase. Is there any way to block this?!!!!!!!!!!!! I strongly DISAPPROVE!!!!!!!!!!!! Can you give me a response as to how this could ever possibly be approved?

Thanks for you help,

Hank

CMP ____
COM ____
CTR ____
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OTH ____

May 1, 2007

ORIGINAL

To Whom It Concerns;

This letter is being written in referance to **Docket # 060368-WS** . We are opposed to the hardship that this suggested increase in our base utilities will impose on retired and fixed income residents of Rosalie Oaks. It is an unjust and unfair amount to request. Please do not allow private enterprises to place these burdens on our community, we respect that you are there to protect us from this unreasonable increase.

Sincerely,

Mr. Allen Christian
103 Rosalie Oaks Blvd
Lake Wales, FL 33898

Allen Christian

Margaret Christian
103 Rosalie Oaks Blvd.
Lake Wales, FL 33898-8447

Margaret Christian

RECEIVED FPSC
07 MAY -9 AM 9:06
COMMISSION CLERK

CMP ____
COM ____
CTR ____
ECR 1
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GPC ____
RCA ____
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SGA ____
SEC ____
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ORIGINAL

DISTRIBUTION CENTER
07 MAY -8 AM 7:31
RECEIVED FPSC
07 MAY -8 AM 9:23
COMMISSION CLERK

May 5, 2007

Director
Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

RE; Docket No. 060368-WS

Director,

This letter is in strong objection to the requested rate increases at Arredondo Farms Mobile home Community, by Aqua Utilities Florida, Inc., located in Alachua County, Gainesville, Florida.

Aqua Utilities Florida, Inc. claims there have been no increases in the water and waste water base rate since 1995 and that this is the Utilities first rate request since 2003. I believe records will show there has been small increases since 1995.

We have lived in this community since 1997 and have seen no improvements to the water or waste water systems during that time. We had to install a whole house water softener in 1998 in order to drink and use the water due to the extreme hardness of the water (calcium). Service was needed on our dishwasher in 1998 because of a calcium clogged supply line. Until the water softener was installed, we could not even make iced tea because of the scum that formed on the surface. There has been many instances of decreased water pressure in homes in this community due to clogged lines and in some cases, no water pressure at all.

Last month, some water meters were replaced and a new remote reading system installed at the meter. Aqua Utilities might call this an improvement but in reality it is only an improved method of reading the meters from the street from a vehicle and a cost of doing business for the company. It should not be a line item charged back to the customer as improvement.

We are have included an attachment showing our actual water bills (less taxes) for March 2006 through April 2007 showing charged gallons used and waste water. We have also compared the same usage for the interim increase rates and the proposed rate increase. As you can see, for the same amount of usage, the interim rates show an increase of $204.00 per year and the proposed rate indicates an increase of $655.00 yearly. That is ridiculous ! Gainesville Regional Utilities runs across the front of this property and the water rates alone would be half of the present rate of Aqua Utilities.

Thank you for any consideration you find in this matter. We look forward to the hearing in Gainesville on May 16, 2007.

John Mazzerle
Marilyn A. Black

John Mazzerle
7117 SW archer Road, Lot #2802
Gainesville, Florida 32608

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			Present Rate					Proposed Rate			
	Gallons	Base	Water	Base	Sewer	Total	Base	Water	Base	Sewer	Total
			@2.35		@3.50			@4.20		@10.95	
February											
March	3,000	$13.85	$7.05	$15.30	$10.68	$46.88	$22.49	$12.60	$21.12	$32.85	$89.06
April	4,000	$13.85	$9.40	$15.30	$14.24	$52.79	$22.49	$16.80	$21.12	$43.80	$104.21
May	3,000	$13.85	$7.05	$15.30	$10.68	$46.88	$22.49	$12.60	$21.12	$32.85	$89.06
June	4,000	$13.85	$9.40	$15.30	$14.24	$52.79	$22.49	$16.80	$21.12	$43.80	$104.21
July	7,000	$13.85	$16.45	$15.30	$24.92	$70.52	$22.49	$29.40	$21.12	$76.65	$149.66
August	4,000	$13.85	$9.40	$15.30	$14.24	$52.79	$22.49	$16.80	$21.12	$43.80	$104.21
September	2,000	$13.85	$4.70	$15.30	$7.12	$40.97	$22.49	$8.40	$21.12	$21.90	$73.91
October	3,000	$13.85	$7.05	$15.30	$10.68	$46.88	$22.49	$12.60	$21.12	$32.85	$89.06
November	5,000	$13.85	$11.75	$15.30	$17.80	$58.70	$22.49	$21.00	$21.12	$54.75	$119.36
December	5,000	$10.62	$11.75	$15.30	$14.20	$51.87	$22.49	$21.00	$21.12	$54.75	$119.36
January	4,100	$13.85	$9.64	$15.30	$14.60	$53.39	$22.49	$17.22	$21.12	$44.90	$105.73
January	1,600	$32.78	$3.76	$36.21	$5.70	$78.45					
February	5,500	$9.23	$12.93	$10.20	$16.61	$48.97	$22.49	$23.10	$21.12	$60.23	$126.94
March	3,100	$13.85	$7.29	$15.30	$11.04	$47.48	$22.49	$13.02	$21.12	$33.95	$90.58
April	2,700	$13.85	$6.35	$15.30	$9.61	$45.11	$22.49	$11.34	$21.12	$29.57	$84.52
			$352.80		$441.67	$794.47		$547.54		$902.31	$1,449.85
Interim Rates			@3.01		@5.05						
March	3000	$17.71	$9.03	$21.69	$15.15	$63.58					
April	4000	$17.71	$12.04	$21.69	$20.20	$71.64					
May	3000	$17.71	$9.03	$21.69	$15.15	$63.58					
June	4000	$17.71	$12.04	$21.69	$20.20	$71.64					
July	7000	$17.71	$21.07	$21.69	$35.35	$95.82					
August	4000	$17.71	$12.04	$21.69	$20.20	$71.64					
September	2000	$17.71	$6.02	$21.69	$10.10	$55.52					
October	3000	$17.71	$9.03	$21.69	$15.15	$63.58					
November	5000	$17.71	$15.05	$21.69	$25.25	$79.70					
December	5000	$17.71	$15.05	$21.69	$25.25	$79.70					
January	4100	$17.71	$12.34	$21.69	$20.71	$72.45					
February	5500	$17.71	$16.56	$21.69	$27.78	$83.73					
March	3100	$17.71	$9.33	$21.69	$15.66	$64.39					
April	2700	$17.71	$8.13	$21.69	$13.64	$61.16					
			$414.69		$583.43	$998.12					

ORIGINAL

DISTRIBUTION CENTER
07 MAY -8 AM 7:32

William I. LeMaster
16 Rosalie Oaks Blvd.
Lake Wales, FL 33898

1 May 2007

RECEIVED FPSC
07 MAY -8 AM 9:23
COMMISSION
CLERK

Dir., Div. Of Commission Clerk & Admin Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

Dear Sirs:

This is in reference to **Docket # 060368-WS** with regard to the proposed increase in water and sewer rates.

We feel we need to protest this excessive increase in the present water and sewer rates. We realize an increase is necessary from time to time, but an increase of over 220% is a hardship for us on a fixed income. Our cost of living increase is on the order of a mere 3% and this does not come close to keeping up with today's expenses.

As you are well aware the insurance rates have increased by 50% at least and property taxes continue to climb. Gasoline continues to cost more each time we filll up and higher fuel prices are reflected in higher food costs and all living essentials.

We ask you to please consider these things and **not** allow the increase as requested by Aqua Utilities.

Yours truly

William I. LeMaster
Beverly C LeMaster

William and Beverly LeMaster.

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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, May 08, 2007 8:45 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: 060368

Please add to docket file.

-----Original Message-----
From: Consumer Contact
Sent: Monday, May 07, 2007 8:23 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9066

To CLK, Docket 060368

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, May 05, 2007 10:33 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9066

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: Thomas Rockwood
Telephone: (352) 253-1972
Email: tarock619@comcast.net
Address: 2210 Orkney Dr. Leesburg 34788

BUSINESS INFORMATION

Business Account Name: Thomas Rockwood
Account Number:
Address: 2210 Orkney Dr. Leesburg Florida 34788

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Please refer to Docket No. 060368-WS, File No. 732829 C. Aqua Utilities is raising my water rates unjustly. In the letter from Aqua Utilities announcing the rate increases, it stated the reason for the rate increases was costs incurred for upgrades to infrastructure. Nonsense. These alleged costs had to be known to Aqua Utilities when they purchased the business from Florida Water. I don't believe the increases are warranted and that the rate increase should be denied by the PSC.

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ORIGINAL

Edward E. Partin
83 Rosalie Oaks Blvd.
Lake Wales, FL 33898

RECEIVED
07 MAY -7 AM 10: 59
COMMISSION
CLERK

April 30, 2007

Dir., Div. of Commission Clerk & Admin. Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

RE: Docket #060368-WS

Director:

As a property owner in Rosalie Oaks at Lake Wales, I am writing to protest the outrageous rate increase proposed by Aqua Utilities. The interim rate effective this month is a 100% increase and the final proposal over 220% increase in water and sewer rates! Base rates will be $122.33 plus the amount of water used. These are unheard of rates for water and sewer. This is going to have a very negative effect on the economy and property values in this area.

Please register a complaint on behalf of our community in Rosalie Oaks and bring this to the attention of the Public Service Commission for action against this proposal.

Sincerely,

Edward E. Partin

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RECEIVED
07 MAY -7 AM 10:59
COMMISSION
CLERK

DISTRIBUTION CENTER
07 MAY -7 AM 8:01

1317 Primrose Ln.
Lancaster, Wi.53813
May 1, 2007

To: Dir., Div of Commission Clerk
& Adm. Services

Re: Docket #060368-WS

We are property owners in the Rosalie Oaks Sub-Division of Lake Wales, Fl. and are winter residents there for three or four months. We have been notified by our Assn. Pres. that our water supplier, Aqua Utilities, has applied for a rate increase which would amount to over 200%.

We think this is excessive and if this is approved we would list our property for sale and take whatever we could get for it. Most of the residents in this Sub-Div. are winter resdidents on a fixed income snd this would impose a severe hardship on them. I am sure no one would complain if there was a reasonable increase but 200% is ridiculous.

Please see what you can do to prevent this excessive increase.

Thank you.

Sincerely,

Everett Gillilan

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ORIGINAL

DISTRIBUTION CENTER
07 MAY -7 AM 7:37

Robert L. & Mitzi Partin
87 Rosalie Oaks Blvd.
Lake Wales, FL 33898

RECEIVED FPSC
07 MAY -7 AM 10:59
COMMISSION CLERK

May 3, 2007

Div. of Commission Clerk & Admin. Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

RE: Docket #060368-WS

Director:

As a property owner in Rosalie Oaks at Lake Wales, I am writing to protest the rate increase proposed by Aqua Utilities. The interim rate effective this month is a 100% increase and the final proposal over 220% increase in water and sewer rates. The rate will be $122.33 per month- plus the amount of water used. This will be a financial burden to retired people on pensions and working families. The economy will suffer and it will bring down our property values as people will not be able to afford living here.

Please register a complaint on behalf of our community in Rosalie Oaks and bring this to the attention of the Public Service Commission for action against this proposal.

Sincerely,

CMP _____
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SCR _____
SGA _____
SEC _____
STH _____

Robert L. Partin

Robert L Partin

Mitzi Partin

ORIGINAL

RECEIVED FPSC
07 MAY -7 AM 10:59
COMMISSION CLERK

114 Rose Briar Dr.
Longwood, FL 32750-2733
May 3, 2007

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

Re: Proposed Aqua Utilities Rate Increase
Docket No. 060368-WS

Dear Sir or Madam:

As homeowners served by Aqua Utilities, we would like to strongly protest the rate hike proposed by Aqua Utilities. This company services our second home on Juno Trail in the Astor area of Volusia County. The proposed increase for water and sewer together based on meter size for our home is approximately 200%. The proposed increase for "residential use to cap" is also extremely high (213%) – at this rate, the portion of our last bill (covered only 19 days) for sewer gallons only would have been higher by $10. The house was unoccupied for most of this time.

Currently, the water and sewer bill for the home with Aqua Utilities with occasional occupancy is equivalent to the water and sewer rates we pay in a month of normal occupancy at our primary home. When the second home is in use, the water and sewer bill is very high. In comparing the proposed rates to the water and sewer rates we pay for our primary home, it is obvious that the proposed rates are completely out of reason.

Please take this letter of protest into consideration when conducting the hearings on May 16.

Sincerely,

Suzanne Strong

Suzanne Strong

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SCR ____
SGA ____
SEC ____
OTH ____

KENNETH G & SUZANNE W STRONG
114 ROSE BRIAR DR.
LONGWOOD, FL 32750

C

Ms. Janet Cosgrove
2450 NE 40th St
Ocala, FL 34479

ORIGINAL

SJRWMD
CENTRAL RECEIVING

Legal Notice

Notice of Commission Customer Service Hearings

RECEIVED FPSC
07 MAY -7 AM 10:
COMMISSION CLERK

RE: Application by Aqua Utilities Florida, Inc. (Utility) for rate increase in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. (Docket No. 060368-WS)

Date of Publication: April 20, 2007

Notice is hereby given that the Florida Public Service Commission will hold customer service hearings in the above-referenced docket to consider the Utility's application for an increase in water and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. The purpose of the customer service hearings is to allow customers the opportunity to comment on the Utility's proposed final rates or service. The nearest customer service hearing to you will be conducted at the following times and places:

Date and Time: May 16, 2007 at 10:00 a.m.
Place: St. Johns Water Management District
Resource Management Building Rooms 136A&B
4049 Reid Street
Palatka, FL 32177

Date and Time: May 16, 2007 at 6:00 p.m.
Place: City Commission Chambers
Gainesville City Hall
200 East University Avenue
Gainesville, FL 32601

Palatka is nearest to me, but since I have to rely on someone else to drive me. My comment is: we who are on fixed income (that gives no pay raises, ever) can't you freeze our rates? The telephone company freeze their rates + many other states freeze for the elderly or fixed-income persons. If I make long distance calls, I pay for that, + if I put in a swimming pool, etc, I would pay for that.

At the hearing, customers will be given opportunity to present testimony and other evidence concerning the Utility's proposed rates or service. All witnesses shall be subject to cross-examination at the conclusion of their testimony.

Any customer comments regarding the Utility's service or the proposed rate increase should be addressed to the Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Such comments should identify Docket No. 060368-WS, assigned to this proceeding.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Commission's Division of Regulatory Compliance and Consumer Assistance at 800.342.3552 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 800.955.8771 (TDD).

I called this number got no answer to my question, just a recorded message.

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DISTRIBUTION CENTER
07 MAY -7 AM 10:

Please try your best to help us or like many others — just stay dirty — some homes are being ruin because of a lack of water. Please, fine

27 April 2007

ORIGINAL

DISTRIBUTION CENTER
07 MAY -7 AM 7:48

RECEIVED
07 MAY -7 AM 10:59
COMMISSION
CLERK

Director
Division of Commission Clerk
Administrative Services
Florida Public Service Commission
2450 Shumard Oak Blvd.
Tallahassee, Florida 32399-0870

This Letter is Regarding the Following:

Increase in Water & Sewer Rates
@ Rosalie Oaks Subdivision
Lake Wales, Florida 33989

Director,

Enclosed with this letter you will find the letter that was sent to all of the Homeowner of our development. There are approximately 130 residents (lots) in our development, most of which are elderly and/or infirm. The residents are on a very limited amount of money they live on and have to limit the amount of money that is spent on each and every item per month. This of course includes electricity, water, sewer, medical, food, property insurance, homeowners insurance, and for a few a car payment. Right now they are possibly paying anywhere from ; and this is a rough guess, anywhere from $35.00 to 70.00 per month for their utility bills (water and sewer) and to have that raised to approximately $122.33 per month if not more is absolutely absurd. Where in the world do the Politicians who make thousand upon thousand of dollars a year-which I might add are paid by these very people-the Taxpayers– where do they think these fixed income people are going to ge this money– go out and pick it off a money tree? You are looking at a **220% Increase!!.** The Docket # on this item is **#060368-WS.**

We have been ask by our Homeowners Association President, Mr. Frank Hodge, 50 Rosalie Oaks Blvd., Lake Wales , Florida 33985 to write you a letter and to attend the first meeting that is schedule for June 13th. My husband and I will be doing so. Any help or attention you can give this matter will be greatly appreciated.

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I will be forwarding a copy of this letter to the Governor, to Congressman Adam Putnam. I will also be calling the Division of Regulatory Compliance at 800-342-3552.

Enclosed you will find a copy of the Important Notice Postcard that I received today from my Homeowners Association President, Mr. Frank Hodge at 50 Rosalie Oaks Blvd., Lake Wales Blvd. 3389.

Again Thank You for your time and consideration in this mater.

Annie Lee Hudson — 4-28-07

Annie Lee Hudson — 4-28-2007

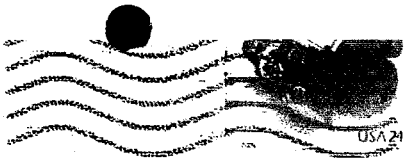
David M. Hudson — 4-28-07

David M. Hudson — 4-28-2007

Hudson
#94 Rosalie Oaks
C/O 8229 Pleasant Lane
Riverview, Fl. 33569

Frank Hodge
50 Rosalie Oaks Blvd
Lake Wales, FL 33898

26 APR 2007 PM 2 L



David & Annie Hudson
8229 Pleasant Ln
Riverview, FL 33569

9+4767

Ann Cole

ROSALIE OAKS PROPERTY OWNERS ASSOCIATION
IMPORTANT NOTICE!

Aqua Utilities has applied for an increase in water & sewer rates. You probably got a copy of this notice; read it carefully. By Oct. 2007 our final rate increase will be **$122.33 per month** ($21.75 water; $100.58 sewer) - over 220%. The interim rate effective 4/12/07 is $58.03 - over a 100% increase! The Trustees have sent a letter of protest to the Florida Public Service Commission with copies to the Governor, Cong. Adam Putman, Polk County Commissioners and the Attorney General. The first hearing is June 13 in Lakeland; the final hearings are Oct. 24-26 & 29-30 in Tallahassee. We need your help! Attend if possible. Please send letters to: Dir., Div. of Commission Clerk & Admin Services, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0870 - refer to **Docket #060368-WS**. You can also call the Div. of Regulatory Compliance at 800-342-3552.

5-4-07

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 18, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Donald & Mrs. Joyce Morrison
33738 Tarlton Drive
Leesburg, Florida 34788-3554

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Morrison:

Thank you for your letter dated April 27, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings to be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes. Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and, the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the company as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Aqua's rate case is being processed in accordance with the Commission's Proposed Agency Action (PAA) procedure. Under this procedure, staff performs a thorough analysis and solicits customer comments for consideration. After all relevant information has been analyzed, staff prepares a recommendation that is presented to the Commission for action at a formal public forum known as the Commission's Agenda Conference. This process is less formal and less expensive than the traditional rate making process that requires the Commission to hold an evidentiary hearing on the utility's request for rate relief.

With respect to Aqua's case, the staff recommendation regarding the utility's request is scheduled to be submitted December 21, 2007, and is scheduled to be heard by the Commissioners at the January 10, 2008, Agenda Conference. The Commission will vote on the final rates on January 24, 2008. Once the Commissioners vote on the staff recommendations, a PAA Order will be issued within 20 days. After the PAA Order is issued, any substantially affected person may protest the order within 21 days. If there is no protest of the PAA Order, the Order becomes final.

I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6642 or e-mail me at cbulecza@psc.state.fl.us.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: [redacted]
Division of Economic Regulation (Rendell, Redemann)
Office of the General Counsel (Gervasi, Fleming)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

RECEIVED-FPSC
07 MAY -2 AM 9:34
DISTRIBUTION CENTER
07 MAY -2 AM 7:
COMMISSION
CLERK

April 27th, 2007

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Subject: Proposed rate increase by Aqua Utilities Florida, Inc.

Dear Director,

I am a retired senior citizen living on a Railroad Retirement Pension. I live in the Silver Lake/Western Shores area of Lake County. My wife and I have just received a proposed increase in water rates by Aqua Utilities, copy attached. This proposal is an absurd request that would place an onus water rate increase on those least able to afford Aqua services. In affect this proposal would double our water costs. I understand there must be some cost increases over time but this proposal is simply unacceptable by any measure of common sense.

I urge you to vote against this proposed rate increase which is pending under Docket # 060368-WS. This increase is excessive and would create a hardship for many low income families and senior citizens alike who depend upon Aqua services as our only source of water.

Thanking you in advance,

DWMorrison

Donald W. Morrison

Donald W & Joyce E Morrison
33738 Tarlton Dr
Leesburg, FL 34788-3554

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OTH _____

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

May 3, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

RECEIVED FPSC
07 MAY -4 AM 8:49
COMMISSION CLERK

Mr. John Cowell
5208 SW 70th Terrace
Gainesvelle, Florida 32608

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Cowell:

Thank you for your letter dated April 27, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings to be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to Aqua's request for a rate increase, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by the company. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Further, pursuant to Rule 25-30.433(1), Florida Administrative Code (F.A.C.), in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

As you see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

Docket # 060 368-WS

RECEIVED-FPSC
07 APR 30 PM 3:07
COMMISSION CLERK

ORIGINAL

Mr. John F. Cowell
5208 SW 70th Terr
Gainesville Fla. 32608

Apr. 25, 2007

REGARDING AQUA RATE HIKE

OFFICE OF COMMISSION CLERK
FLA. PUBLIC SERV. COM.

THANK YOU FOR THIS OPPORTUNITY TO MAKE MY COMMENTS TO YOU ABOUT ANY WATER HIKE HERE.

IF A INCREASE IS PASSED, PLEASE HAVE MANAGEMENT TOLD TO RETRAIN THEIR CSR'S ON THE PHONE BOARD.

1ST THING THEIR EMERGENCY DEPT SHOULD ASK IS DO YOU HAVE WATER? ON OR OFF.

THE OTHER DAY OUR'S WAS OFF FROM 10-7 PM. I TOLD THEM 1ST THING AND SEVERAL TIMES. (OBVIOUSLY, THEY DIDNT HERE ME THE 1ST ~~FEW~~ FEW TIMES, OUR STREET AT OUR CORNER OF 70TH TERR AND 52ND AVE WAS FLOODED THE ENTIRE DAY AND NITE, NO ONE SHOW'ED UP TO REPAIR THE BROKEN LINE BY THE MAIL BOXES, WHERE A CAR RAN OVER THE BOX. NO WATER TILL 7: PM. MAINTENCE CAME 10:00 NEXT DAY.

ALL PLACES NEED MONEY DUE TO INFLATION

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BUT ALSO THESE CSR'S THERE, NEED TO BE MORE PROFFESSIONAL AND "E" MAIL THEIR DISPATCHERS, AND GET FOR HELP AS A PROMISE, BEFORE THEY GET A INCREASE.

BETTER YET MAYBE GOV OUGHT TO TAKE OVER, SOME DAY LATER.

REFLECTING MY MEMORIES BEFORE RETIRING FROM a CHICAGO UTILITY AFTER 39 1/2 YRS, IF WE GAVE LOUSY SERVICE, LIKE WHAT WE EXPERIENCED THIS PAST WEEK, NO INCREASE WOULD THE "ICC" GIVE INCREASES AND ALOT OF PEOPLE WOULD BE RETRAINED.

SINCERELY John F. Cowell

NOTE:

IF ONE CALLS EMERGENCY AFTER 5:30, YOU AUTOMATICLY GET CUT OFF, NO RECORDING, NO WAY TO GET TO A DISPATCHER, NO OTHER PH. # TO CALL!

"TERRIBLE BAD PROCEDURES".

"LETS BRING COMED DOWN HERE".

HOOP'S - SORRY THEY DON'T HANDLE WATER!

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

RECEIVED
07 MAY -4 AM 8:49
COMMISSION CLERK

May 3, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Cynthianna Hannby
2147 NE 42nd Street
Ocala, Florida 34479

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Ms. Hannby:

Thank you for your letter dated April 27, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings to be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to Aqua's request for a rate increase, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by the company. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Further, pursuant to Rule 25-30.433(1), Florida Administrative Code (F.A.C.), in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

As you see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

Docket No. **ORIGINAL**
060368-WS

RECEIVED-FPSC
07 MAY -1 AM 9:31
COMMISSION CLERK

To
Director Div of the Commission Clerk
Case Docket # 060368-WS

The Case is Aqua Utilities Fla Inc.
Rate increase,

I do object to the increase for the Last 4 yrs I buy Bottled water to drink because of poor quality of water, the calcium & other water Deposits, clog drain Pipes, I was getting sick, nausea vomiting, I drink ice tea a lot Dr suggested I stop drinking water at house & it stopped. The Yearly report on Quality of Water never came at Sched-time, Data appears not to be current, If someone will monitor that they actually

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improve the water quality and I am able to drink it then I would say yes to giving them more money, but I haven't seen improvements & this company should be monitored.

Thanks
Cynthianna Hamby
2147 NE 42nd St
Ocala Fla. 34479

Cynthianna Hamby
2147 NE 42nd St.
Ocala, Fl. 34479

I have been with this Water Company since 1995.

Help!

Oh! They did repaint the Water Tanks, & Replaced Fencing

Matilda Sanders

ORIGINAL

From: Ruth McHargue
Sent: Friday, May 04, 2007 10:39 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: My contact

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Please add to docket file

-----Original Message-----
From: Consumer Contact
Sent: Thursday, May 03, 2007 1:36 PM
To: Ruth McHargue
Subject: FW: My contact

To CLK for Docket 060368

-----Original Message-----
From: Webmaster
Sent: Thursday, May 03, 2007 11:58 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, May 03, 2007 11:50 AM
To: Webmaster
Cc: halgordon@earthlink.net
Subject: My contact

Contact from a Web user

Contact Information:
Name: Harold Gordon
Company: retired school teacher
Primary Phone: 352-253-0058
Secondary Phone: n/a
Email: halgordon@earthlink.net

Response requested? No
CC Sent? Yes

Comments:
Re: Docket No. 060368-WS and File No. 732829 C my comment is: Another rise in price and we who have been retired twenty years and more are finding it almost impossible to meet our obligations without cheating on our medicines or our food.
Thank you,
Hal Gordon

ORIGINAL

Matilda Sanders

From: Ruth McHargue
Sent: Friday, May 04, 2007 10:34 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: FW: Complaint - Aqua Utilities Florida, Inc. Docket #060368-WS, Lake Wales, Florida

Please add to docket file.

From: Consumer Contact
Sent: Thursday, May 03, 2007 1:36 PM
To: Ruth McHargue
Subject: FW: Complaint - Aqua Utilities Florida, Inc. Docket #060368-WS, Lake Wales, Florida

To CLK 060368

From: RICHARD OWENS [mailto:mistero@adelphia.net]
Sent: Thursday, May 03, 2007 12:10 PM
To: Consumer Contact
Subject: Complaint - Aqua Utilities Florida, Inc. Docket #060368-WS, Lake Wales, Florida

May 3, 2007

To Whom it May Concern:

My husband and I, along with our entire family have been living in Florida for many years and each year we are faced with an increase in property insurance and taxes, but the proposed 100% increase in water and sewage by Aqua Utilities is, I find it hard to find the words to express, other than outrageous, gouging, and incredulous, to say the least.
This is so unfair – it's beyond belief that it would even be considered. Please, we plead that you deny this unjust and unfair increase, and ask that if not already in place, there be a cap placed on increases and that they be fair and equitable.
Please deny this increase by virtue of what is right.
Thanking you in advance for your consideration and for taking the time to read and respond to our mail.

Sincerely,

Richard and June Owens
53 Rosalie Oaks Boulevard
Lake Wales, Florida 33898

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May 1, 2007

To Whom It Concerns;

This letter is being written in referance to **Docket # 060368-WS** . The proposed increase by Aqua Utilities is a completely outrageous amount to suggest to increase our water and sewer bills. It is not even conceivable that a company that provides utilities would be permitted to impose this on our retirement community. If Aqua Utilities feels it needs to replace or update equipment, it is their equipment and they should be the one paying for that capitol expense. Currently Aqua Utilities is collecting a base fee for more than 100 properties in Rosalie Oaks and a very small percentage of the owners there are year round residents, therefore that excess of funds could be used for upgrades.

Why are the retired and on a fixed income long time tax paying Florida residents being penalized in the State of Florida?
Thank you for protecting the rights of Floridas senior citizens.

Sincerely,
Mr. & Mrs. Franklin M. McLaurin
Lot 4 Rosalie Oaks Blvd.

Mr & Mrs. M. McLaurin

M. McLaurin
4 Rosalie Oaks Blvd.
Lake Wales, FL 33898

RECEIVED FPSC
07 MAY -4 AM 8:38
COMMISSION
CLERK

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May 01, 2007 Director, division of Commission Clerk and Administrative Service Commission **Docket No. 060368-WS**

- Dear, Sirs. Inregard to the proposed rates and charges. I am an AQUA UTILITIES FLORIDA customer and a concerned resident of the PALM SHORES community. I would like to make a statement on behalf of some of the citizens of the said community. Most of this community are elderly and cannot afford a rate increase, however the propsed rate increase is more than Triple the existing rate! I feel that's a little more than most people of this community can afford keeping in mind of their Very limited incomes, and to those that have sufficent incomes.

- Sincerely, Gary Melendez

Gary Melendez

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RECEIVED-FPSC
07 MAY -4 AM 8:36
COMMISSION CLERK

Gary Melendez
109 Lily Drive
Interlachen Fl. 32148

ORIGINAL

GENE AND BARB FISHER
108 SILVER OAKS DRIVE
LAKE WALES, FL. 33898

DISTRIBUTION CENTER
07 MAY -3 AM 8:04
RECEIVED-FPSC
07 MAY -3 AM 8:40
COMMISSION CLERK

April 30, 2007
Florida Public Service Commission
2540 Shumard Oak. Blvd.
Tallahassee, Fl. 32399-0870

Commission,
DOCKET NO. 060368-WS

I am writing in response to a utility rate increase filed by Aqua Utilities Florida Inc. in connection with water and sewer rate increases for Lake Rosalie Lake Subdivision located off Camp Mack Road in Lake Wales, Fl.
We are a small community of 995 retired persons. My husband and I have had a home in lake Rosalie oaks subdivision since 1985 and moved her permanently in 1990.
I agree with Aqua Utilities that there should be some fair and equitable rate increase as the rates have not increased since they purchased our system, however the rate increase they are filing for is very excessive.
This is a small subdivision made up of 99 homes with 2/3rds of them being winter residences only. Currently permanent residences are being billed anywhere from about $33.00 to $40.00 per month depending on their usage. Winter residences are paying the same amounts during winter months and then paying a flat fee during about 6 to 8 months that they are not in Florida and this amounts to $26.89 plus taxes. This is $11.38 water base and $15.51 sewer base. They have applied for interim rates to go to
$25.28 water base and $32.75 sewer base. In addition they have applied for final water rate of $21.75 and sewer base rate of $100.58.
I have no objection to the water rates which I feel are equitable.
The sewer rates are the problem.
My husband and I realize that the rates need to go up and that the company has spent about $430,000 to update our system which it needed but do feel that the increase to $100.58 a month is excessive for the sewer rate. Taking an average of about $35.00 (sewer) per month for all residences that is an increase of almost 300%. At that rate the firm will recoup their $430,000 at a fast pace. If considering $35.00 a month is paying the normal monthly expenses plus some profit, this leaves $65.00 to go toward the $430,000 spent. $65.00 times 99 residences equals $6,435 a month and $77,220 a year. The $430,000 would be paid off in about 5 ½ years. I bet they would not lower the sewer rates after that. This is a retirement community of people of average means, nobody is wealthy. It is a small community of 99% mobile homes and each residence owns their own property. Most are living on social Security and small amount of investments.
This increase would be a large burden on most budgets.

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Appreciate your consideration of the above facts when approving any increases.

Gene and Barb Fisher
Gene + Barb Fisher

The Nature Conservancy

Mrs. Barbara Fisher
108 Silver Oak Dr.
Lake Wales, FL 33898-8448

ORIGINAL

RECEIVED-FPSC
07 MAY -3 AM 8:40
COMMISSION
CLERK

Legal Notice

Notice of Commission Customer Service Hearings

RE: Application by Aqua Utilities Florida, Inc. (Utility) for rate increase in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. (Docket No. 060368-WS)

Date of Publication: April 20, 2007

Notice is hereby given that the Florida Public Service Commission will hold customer service hearings in the above-referenced docket to consider the Utility's application for an increase in water and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. The purpose of the customer service hearings is to allow customers the opportunity to comment on the Utility's proposed final rates or service. The nearest customer service hearing to you will be conducted at the following times and places:

Date and Time: May 16, 2007 at 10:00 a.m.
Place: St. Johns Water Management District
Resource Management Building Rooms 136A&B
4049 Reid Street
Palatka, FL 32177

Date and Time: May 16, 2007 at 6:00 p.m.
Place: City Commission Chambers
Gainesville City Hall
200 East University Avenue
Gainesville, FL 32601

At the hearing, customers will be given opportunity to present testimony and other evidence concerning the Utility's proposed rates or service. All witnesses shall be subject to cross-examination at the conclusion of their testimony.

Any customer comments regarding the Utility's service or the proposed rate increase should be addressed to the Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Such comments should identify Docket No. 060368-WS assigned to this proceeding.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Commission's Division of Regulatory Compliance and Consumer Assistance at 800.342.3552 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 800.955.8771 (TDD).

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AQUA

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

PRE-SORTED
FIRST CLASS
U.S. POSTAGE
PAID
AQUA UTILITIES
FLORIDA, INC.

19399

07 MAY -3 AM 7:59

DOCUMENT CONTROL CENTER

5-DIGIT 32148 4018
WILMA SMITH
119 PARK RD
INTERLACHEN, FL 32148-3630

5-1-07

To whom it may Concern;

I'm writing in response to this request for a rate increase for Aqua Utilities.

I am 86 yrs. old and have lived here in this same residence for 34 yrs. I've been a widow for 12 yrs. and am struggling to make ends meet with my $835. monthly Social Security. With inflation eating away daily, there seems no end to things being better for us elderly. I am paying $100. a month now for Water & Sewer. We are a small subdivision they say is why they need to charge so much even tho we have the same system as Palm Shores across from Hwy 20. My electric bill is $100. a month. My home insurance has just doubled from $400. a yr. to $800. because of the valuation increase. I couldn't sell as no one wants the high water bill. My car ins. is $1000. a yr. Cable TV just jumped to $52. My P.O. Box dues went from $28. to $40. Everything has taken such an increase I am protesting this increase for Aqua Utilities. They keep changing names and ask for an increase each time. I also carry spring water for drinking. Persons with families must have a struggle also to meet these terrible expenses.

Sincerely Wilma G. Smith

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 02, 2007 4:50 PM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: 060368

Please add to docket file.
-----Original Message-----
From: Consumer Contact
Sent: Wednesday, May 02, 2007 2:25 PM
To: Ruth McHargue
Subject: FW: My contact

To CLK - docket 060368

-----Original Message-----
From: Webmaster
Sent: Wednesday, May 02, 2007 12:01 PM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 02, 2007 11:52 AM
To: Webmaster
Cc: leslie.curry@duda.com
Subject: My contact

Contact from a Web user

Contact Information:
Name: Leslie Curry
Company:
Primary Phone: (407) 620-4692
Secondary Phone: (407) 977-4628
Email: leslie.curry@duda.com

Response requested? Yes
CC Sent? Yes

Comments:
Please respond via email at leslie.curry@duda.com

We received notice from Aqua Utilities of Florida that they have petitioned the Florida Public Service Commission for a rate increase. We pay the highest water and waterwater rates in all of Central Florida and are adamantly opposed to this rate increase going into effect. We request that the Public Service Commission not grant this increase in rates at the hearing scheduled for June 26, 2007 and the final hearing on October 24, 2007.

Leslie Curry
294 Osprey Lakes Circle
Chuluota, FL 32766
(407) 977-4628

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COVER LETTER

To: Florida Public Service Commission fax: 850-413-7118
Attention: **Kimberly**

From: Vernon & Anita Abel Vernon Abel
28024 Tammi Drive
Tavares, Florida 32778

Re: Docket No. 060368-WS
Application for increase in water and wastewater rates in Lake Co, FL
By Aqua Utilities Florida, Inc.

Date: May 2, 2007

Please place us on the mailing list of Docket # 060368-WS. We are interested and concerned customers in this matter. We believe our rates are sufficient at this time.

Thank you.

V. Abel
A. E. Abel

One page to this fax.

RECEIVED FPSC
07 MAY -2 PM 1:43
COMMISSION
CLERK

Done
05/02/07
KMP

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

RECEIVED FPSC
07 MAY -2 AM 11:24
COMMISSION CLERK

Public Service Commission

May 1, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

Mr. & Mrs. Paul Finch
106 Rosalie Oakes Blvd.
Lake Wales, Florida 33898

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr & Mrs. Finch:

Thank you for your letter dated April 28, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

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Further, pursuant to Rule 25-30.433(1), Florida Administrative Code (F.A.C.), in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

As you see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

Aqua Utilities

DISTRIBUTION CENTER
07 APR 30 - AM 8:20 07

To Whom Concerned;

This is about Docket # 060368-WS. This concern's retired people mostly. A few with small children.

This rate increase would sure put a hardship on everyone.

I know improvements probably were needed. But 100% increase!!! Seems as tho' some-one is trying to recover all expenses at once in a 2 year rather then over a long term.

People just can't afford it. People are retired & living on a fixed income - young people both work & can't make ends meet.

Please think long & hard before making a decision like this. After all people have other expenses not just water & sewer.

Hopefully you will consider older people trying to make ends meet. I'm not against a rate increase. But a reason one.

Paul & Joyce Finch

OTH
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ECR 1
CTR
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CMP

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07 APR 30 AM 8:4
COMMISSION CLERK

[redacted]

TAMPA FL 336

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Dir. Div. of Commission Clerk & Admin Serv.
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee. Fl. 32399-0870

32399$7019

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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Public Service Commission

May 1, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

G.W. Kitchen
2146 Banner Drive SW
Wyoming, MI. 49509-1924

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear G.W. Kitchen:

Thank you for your letter dated April 24, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to Aqua's request for a rate increase, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by the company. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Further, pursuant to Rule 25-30.433(1), Florida Administrative Code (F.A.C.), in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

As you see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

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Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RE: Aqua Utilities, Florida, Inc 4-24-07

ORIGINAL DOCKET #

Florida Public Service Commission: 060368-WS

The proposed rate increases for water and sewer service in Zephyrhills are ridiculous. My present 5/8" x 3/4" WATER service facility charge is $6.30, proposed $18.52, a 193% increase!!! The sewer charge is $11.39, going up 48% to $16.90. This facility charge is unfair to begin with as a cost when no usage is there, and now they want to raise it! It is discriminatory to seasonal residents like myself the cost (s) of equipment, etc. should be included as overhead in the actual charge for usage, to be fair to all. The minimal 21% reduction in usage rate will not offset the extreme raise in the absent facility charge, even though the rates are still high.

CMP
COM
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ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

We are seniors on social security and own an inexpensive mobile home in Florida for the winter months. We have a small condo-type unit in Michigan and are there now. We [redacted]

FL:
* 4636 Clarice Ave.
Zephyrhills, 33541
Aqua acct # 0068-25-0155-2-9
Meter # 2601938548 13

G.W. Kitchen
2146 Banner Dr., S.W.
Wyoming, Mi. 49509-1924
Ph. 616 475-1177

49509-1924

GRAND RAPIDS MI 493

25 AUG 2007 PM 3 L

Director, Division of the Commission
Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

DOCKET #
060368-WS

32399+7019

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MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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Public Service Commission

May 1, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. & Mrs. Frank Burton
390 Velveteen Place
Chuluota, Florida 32766

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr & Mrs. Burton:

Thank you for your letter dated April 22, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

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If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

April 22, 2007

ORIGINAL

Director
Division of Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

DISTRIBUTION CENTER
07 APR 30 AM 8: 20

Re: Rate Increase Request by Aqua Utilities Docket No. 060368-WS

To Whom It May Concern:

We recently received notification from Aqua Utilities of their request for a rate increase on current water rates in the Chuluota area. This increase is unheard of as our water rates are currently three times those of other local residents in this immediate area under other water providers. Since relocating to the Chuluota area in 2003 we have consistently paid incredibly high water bills with no recourse through the state or local governments.

The base rates for just having access to the sewer and water systems is $34.80. This is almost equal to what other users in the area pay for their entire bill for the month. Our average water and sewer bill in the last six months was $ 162.79.

Aqua Utilities is proposing to **triple** our current waters rates and almost **quadruple** our sewage rates. This is completely unacceptable. This rate increase would put our base rate at nearly $100 per month – this is prior to using any water or sewer! A water bill such as this will greatly reduce our chances of ever selling our home, as who would want to buy a house with such an outrageous water bill and a large yard. Yet, at the same time we feel this puts us in a position to consider relocating to another area.

Our main question is this: Why is Aqua Utilities unable to run their system with the current rates while other companies in the area are able to operate with much lower rates? We feel this increase is incredibly unfair and that there should be an investigation into why there is so much disparity in the water and sewer rates in this area. To add insult to injury the service hearing for this proposed rate increase is in Deltona, no where near our home, on a weekday in the morning…effectively eliminating any chance of local residents being able to attend and protest.

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Sincerely,

Frank O. & Kimberly A. Burton
390 Velveteen Place, Chuluota, Florida 32766

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COMMISSION CLERK

Metro Orlando ECONOMIC DEVELOPMENT COMMISSION

SERVING ORANGE, SEMINOLE, LAKE AND OSCEOLA COUNTIES AND THE CITY OF ORLANDO

Putting imagination to work ORLANDO

Water and Wastewater Utility Rates as of December 31, 2006*

Residential Service

Utility	Water				Wastewater			
	Base Rate	Gallonage Rate per M	Bill Comparison 5 M	Bill Comparison 10 M	Base Rate	Gallonage Rate per M	Maximum Gallonage	Maximum Charge
Orange County								
Aqua Utilities Florida, Inc.								
Tangerine	$8.92	$1.53	$16.57	$24.22				
East Central Florida Services, Inc.	$14.46	$1.61	$22.61	$30.56				
Oak Springs, LLC	$7.74	$1.61	$22.61	$30.56				
Utilities, Inc. of Florida	$7.06	$2.91	$21.60	$37.61				
Wedgefield Utilities, Inc.	$20.82	$2.16	$31.62	$42.42	$20.39	$3.70	10M	$57.39
Zellwood Station Co-op Inc.	$15.24		$15.24	$15.24	$20.57			$20.57
Seminole County								
Alafaya Utilities, Inc.					$19.85	$3.09	10M	$50.75
Aqua Utilities Florida, Inc.								
Chuluota	$10.25	$3.89	$29.70	$49.15	$22.01	$8.01	6M	$70.07
Harmony Homes	$21.02	$3.58	$38.92	$56.82				
C.W.S. Communities	$9.79	$2.36	$21.59	$33.39	$11.37	$4.03	6M	$35.55
Sanlando Utilities Corporation	$4.28	$0.44	$6.47	$8.65	$11.69	$1.56	10M	$27.29
Utilities, Inc. of Florida	$6.84	$2.22	$17.94	$31.26	$11.85	$6.03	10M	$72.15
Utilities, Inc. of Longwood					$33.85			$33.85
Lake County								
Aqua Utilities Florida, Inc.								
Carton Village	$18.73	$3.84	$37.93	$57.13				
East Lake Harris Estates	$8.53	$4.86	$32.83	$57.13				
Fern Terrace	$10.64	$2.95	$25.39	$40.14				
Friendly Center	$15.84	$4.09	$36.29	$56.74				
Grand Terrace	$9.90	$2.14	$20.60	$31.30				
Hobby Hills	$9.90	$2.14	$20.60	$31.30				
Holiday Haven	$10.38	$4.62	$33.48	$56.58	$16.43	$8.79	6M	$69.17
Imperial Mobile Terrace	$10.63	$2.95	$25.38	$40.13				
Morningview	$18.31	$3.88	$37.71	$57.11	$24.40	$7.57	6M	$69.82
Palms Mobile Home Park	$7.56	$4.96	$32.36	$57.16				
Picciola Island	$10.63	$2.95	$25.38	$40.13				
Piney Woods	$16.33	$2.72	$29.93	$43.53				
Quail Ridge	$21.86	$3.52	$39.46	$57.06				
Silver Lakes Estates / Western Shores	$7.64	$1.31	$14.19	$20.74				
Skycrest	$14.45	$4.23	$35.60	$56.75				
Stone Mountain	$27.59	$2.95	$42.34	$57.09				
Valencia Terrace	$9.90	$2.14	$20.60	$31.30	$16.30	$3.30	6M	$36.10
Venetian Village	$10.28	$3.89	$29.73	$49.18	$20.45	$5.97	6M	$56.27
AquaSource Utility, Inc.								
Summit Chase Villas/Tevares Ridge Subdiv.	$27.72	$2.62	$40.92	$54.12	$28.34	$2.70	10M	$55.34
Kings Cove	$8.12	$1.31	$14.67	$21.22	$9.24	$3.24	10M	$41.64
48 Estates	$14.82	$2.02	$24.92	$35.02				
Brendenwood Water System	$12.50	$1.78	$21.40	$30.30				

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Utility	Water				Wastewater			
	Base Rate	Gallonage Rate per M	Bill Comparison 5 M	Bill Comparison 10 M	Base Rate	Gallonage Rate per M	Maximum Gallonage	Maximum Charge
C.W.S. Communities, LP	$7.28		$7.28	$7.28				
Century Estates Utilities, Inc.	$13.75	$1.74	$22.45	$31.15				
Colina Bay Wayter Company LLC	$31.36	$7.49	$68.81	$106.26				
Crystal River Utilities, Inc.								
Haines Creek	$9.54	$1.58	$17.19	$24.84				
Ravenswood	$13.36	$1.88	$22.76	$32.16				
Harbor Hills Utilities	$8.83	$1.32	$15.43	$22.03				
Hidden Valley SPE LLC dba Orange Lake	$8.70	$1.30	$15.20	$21.70				
Lake Utility Company	$6.28	$1.83	$15.43	$24.58				
Lake Utility Services, Inc.	$6.24	$0.72	$9.84	$13.44				
Former Lake Groves Utilities, Inc.	$12.57	$1.25	$18.82	$25.07				
Lake Yale Treatment Associates, Inc.	$9.40	$1.72	$18.00	$26.60	[illegible]	[illegible]	[illegible]	[illegible]
Oak Springs, LLC	$7.74	$2.14	$18.44	$29.14				
Pine Harbour Water Utilities	$14.70	$1.84	$23.90	$33.10				
Raintree Utilities, Inc.	$13.00	$1.40	$20.00	$27.00				
Shangri-La by the Lake Utilities	$12.87	$1.22	$18.97	$25.07	[illegible]	[illegible]	[illegible]	[illegible]
Southlake Utilities, Inc.	$8.98	$0.84	$13.18	$17.38	[illegible]	[illegible]	[illegible]	[illegible]
Sun Communities Finance d/b/a Water Oak Utility	$6.88	$0.56	$9.68	$12.48	[illegible]	[illegible]	[illegible]	[illegible]
Utilities, Inc. of Pennbrooke	$5.56	$1.61	$13.61	$21.66	[illegible]	[illegible]	[illegible]	[illegible]
W.B.B. Utilities, Inc.	$11.87	$1.55	$19.62	$27.37				
Osceola County								
East Central Florida Services, Inc.	$14.46	$1.61	$22.51	$30.56				
O.&S. Water Company	$12.97	$1.81	$22.02	$31.07				

Source: Florida Public Service Commission - Data as of December 31, 2006

*Most recent available

Frank O. Burton
390 Velveteen Pl.
Oviedo, FL 32766

ORLANDO FL 328

20 APR 07 PM 2 L

Director
Division of Commission Clerk and Admin. Services
Florida Public Services Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

32399+7013

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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COMMISSION CLERK

Public Service Commission

May 1, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Bob Brubaker
816 Fantasy Lane
Chuluota, Florida 32766

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Brubaker:

Thank you for your letter dated April 26, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

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If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

Bob Brubaker
816 Fantasy Lane
Chuluota, FL 32766

ORIGINAL

DISTRIBUTION CENTER
07 APR 30 AM 8:31

April 26, 2007

Director, Division of the Commission Clerk and Administrative Services
Florida Public Services Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

Docket No. 060368-WS

This letter is a complaint regarding a rate increase for Aqua Utilities. This company has not provided service to its customers even though it already charges some of the highest rates in the state. Over the past two years we have been given notice that the chemicals in the water were near an unsafe condition. In fact the excessive chlorine level damaged my water softener. When I wrote a letter to Aqua Utilities expressing my concern, my letter was never acknowledged. The company, based in Philadelphia has no interest in Florida residents other than taking their money and this rate increase request is far from deserving. There has been little done to assure their customers that the water is safe, rather there is great concern in the community over the unsafe conditions and the fact that Aqua Utilities is doing nothing about the situation.

Please deny their request until they prove to their customers that they are providing the services for which we are paying; high quality water not substandard water.

Sincerely,

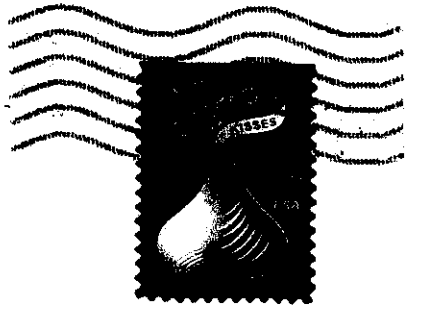
Bob Brubaker

RECEIVED-FPSC
07 APR 30 AM 9:36
COMMISSION
CLERK

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Bob Brubaker
816 Fantasy Lane
Chuluota, FL 32766

MID FLORIDA PDC
FL 327 2 T
27 APR 2007 PM



Director, Division of the Commission Clerk and
Administrative Services
Florida Public Services Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

32399+0850

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

RECEIVED-FPSC
07 MAY -2 AM 11:23
COMMISSION CLERK

Public Service Commission

May 1, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Janet Cosgrove
2450 NE 40th Street
Ocala, Florida 34479

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Ms. Cosgrove:

Thank you for your letter dated April 27, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to Aqua's request for a rate increase, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by the company. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Further, pursuant to Rule 25-30.433(1), Florida Administrative Code (F.A.C.), in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

As you see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

ECR

RECEIVED FPSC

07 APR 30 AM 9:35

COMMISSION CLERK

Legal Notice

Notice of Commission Customer Service Hearings

RE: Application by Aqua Utilities Florida, Inc. (Utility) for rate increase in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. (Docket No. 060368-WS)

Date of Publication: April 20, 2007

Notice is hereby given that the Florida Public Service Commission will hold customer service hearings in the above-referenced docket to consider the Utility's application for an increase in water and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. The purpose of the customer service hearings is to allow customers the opportunity to comment on the Utility's proposed final rates or service. The nearest customer service hearing to you will be conducted at the following times and places:

Date and Time: May 16, 2007 at 10:00 a.m.
Place: St. Johns Water Management District
Resource Management Building Rooms 136A&B
4049 Reid Street
Palatka, FL 32177

Date and Time: May 16, 2007 at 6:00 p.m.
Place: City Commission Chambers
Gainesville City Hall
200 East University Avenue
Gainesville, FL 32601

Palatka is nearest to me, but since I have to rely on someone else to drive me. My comment is: we who are on fixed income (that gives no pay raises, ever) can't you freeze our rates? The telephone company freeze their rates + many other states freeze for the elderly or fixed-income persons. If I make long distance calls, I pay for that, & if I put in a swimming pool, etc, I would pay for that.

At the hearing, customers will be given opportunity to present testimony and other evidence concerning the Utility's proposed rates or service. All witnesses shall be subject to cross-examination at the conclusion of their testimony.

Any customer comments regarding the Utility's service or the proposed rate increase should be addressed to the Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Such comments should identify Docket No. 060368-WS assigned to this proceeding.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Commission's Division of Regulatory Compliance and Consumer Assistance at 800.342.3552 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 800.955.8771 (TDD).

I called this number get no answer to my question, just a recorded message.

CMP ___
COM ___
CTR ___
ECR 1
GCL 1
OPC ___
RCA ___
SCR ___
SGA ___
SEC ___
OTH ___

Please try your best to help us or like many others just stay dirty — some homes are being ruin because of a lack of water. Please, please

27 April 2007

AQUA.

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

PRE-SORTED
FIRST CLASS
U.S. POSTAGE
PAID
AQUA UTILITIES
FLORIDA, INC.

19399

DISTRIBUTION CENTER
07 APR 30 AM 8:1

5-DIGIT 34479 1347
JANET COSGROVE
2450 NE 40TH ST
OCALA, FL 34479-8902

Janet M Cosgrove
352-867-1592

Ms. Janet Cosgrove
2450 NE 40th St
Ocala, FL 34479

Home of the FREE, Because of the BRAVE!

GAINESVILLE/GNV
FL 326 1 T
28 APR 2007 PM

USA39

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

DOCKET No. 060368-WS

7019

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, May 02, 2007 9:47 AM
To: Timolyn Henry
Cc: Matilda Sanders; Cheryl Bulecza-Banks
Subject: 060368

Please add to docket file.
-----Original Message-----
From: Consumer Contact
Sent: Wednesday, May 02, 2007 9:18 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 9026

To CLK for docket 060368
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, May 02, 2007 9:11 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 9026

Complaint filed with PSC

Select County: LAKE
CUSTOMER INFORMATION

Name: John Hornung
Telephone: 407-352-1800
Email: hornungjohn@yahoo.com
Address: 1002 Dundee Circle Leesburg 34788

BUSINESS INFORMATION

Business Account Name: John Hornung
Account Number:
Address: 1002 Dundee Circle Leesburg Florida 34788

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Rate increase!! standard meter is from $7.64/month to $10.09/month proposed final rate of $21,38/month.
I'm refering to Docket No 060368-ws
File # No 732829 c

WHY such an increase? help me to understand this.

Thanks

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

ORIGINAL

RECEIVED-FPSC
07 MAY -2 AM 9:34
DISTRIBUTION CENTER
07 MAY -2 AM 7:58
COMMISSION CLERK

April 27th, 2007

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Subject: Proposed rate increase by Aqua Utilities Florida, Inc.

Dear Director,

I am a retired senior citizen living on a Railroad Retirement Pension. I live in the Silver Lake/Western Shores area of Lake County. My wife and I have just received a proposed increase in water rates by Aqua Utilities, copy attached. This proposal is an absurd request that would place an onus water rate increase on those least able to afford Aqua services. In affect this proposal would double our water costs. I understand there must be some cost increases over time but this proposal is simply unacceptable by any measure of common sense.

I urge you to vote against this proposed rate increase which is pending under Docket # 060368-WS. This increase is excessive and would create a hardship for many low income families and senior citizens alike who depend upon Aqua services as our only source of water.

Thanking you in advance,

D W Morrison

Donald W. Morrison

Donald W & Joyce E Morrison
33738 Tarlton Dr
Leesburg, FL 34788-3554

CMP _____
COM _____
CTR _____
ECR 1
GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER RATES IN LAKE COUNTY, FLORIDA
BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filec a petition for a rate increase with the Florida Public Service Commission. The last water base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring this system in July 2004. Since then, the Utility will have invested approximately $580,000 in your community's infrastructure through 2007 to improve the quality and reliability of water service. The upgrades include installing treatment equipment and making structural improvements to the water treatment plant, as well as replacing undersized and deteriorated water main to improve water quality and fire protection. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours a the Utility's office and the Lake County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Lake County Library
312 W. Main Street
Tavares, Florida 32778
Phone: 352.253.6180

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – June 27, 2007 at 10:00 a.m. and 6:00 p.m., at the Mount Dora Community Center Auditorium, 520 Baker Street, Mount Dora, Florida 32756.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

SILVER LAKE/WESTERN SHORES MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 7.64	$ 10.09	$ 21.38
3/4 inch	$ 11.48	$ 15.15	$ 32.07
1 inch	$ 19.12	$ 25.24	$ 53.45
1 1/2 inch	$ 38.24	$ 50.49	$ 106.89
2 inch	$ 61.18	$ 80.78	$ 171.02
3 inch	$ 122.36	$ 161.56	$ 342.05
4 inch	$ 191.19	$ 252.45	$ 534.45
6 inch	$ 382.36	$ 504.87	$ 1,068.90
8 inch	$ 611.78	$ 807.79	$ 1,710.24
10 inch	$ 879.44	$ 1,161.21	$ 2,458.47

	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	$ 1.31	$ 1.72	
< 6,001 (Residential)			$ 2.27
Over 6,000 (Residential)			$ 2.84
Non-residential			$ 2.27

The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing e Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those arges if the Commission deems that appropriate.

Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, orida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, May 01, 2007 3:44 PM
To: Matilda Sanders
Cc: Timolyn Henry; Brian Bilal; Cheryl Bulecza-Banks
Subject: FW: My contact

Please add to docket file.

-----Original Message-----
From: Consumer Contact
Sent: Tuesday, May 01, 2007 3:37 PM
To: Ruth McHargue
Subject: FW: My contact

To CCA - Docket 060368
-----Original Message-----
From: Webmaster
Sent: Tuesday, May 01, 2007 11:40 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, May 01, 2007 11:28 AM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:
Name: Edwin Markowitz
Company: Scottish Highlands Condo
Primary Phone: 352-343-1269
Secondary Phone: 352-787-1908
Email: ejmarko@gmail.com

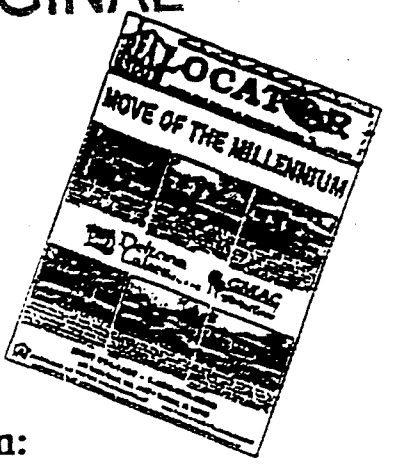
Response requested? No
CC Sent? No

Comments:
We are facing a 300% increase in our basic water bill from Aqua Water Utilites. Is this possible and allowed by the PSC??

CMP ____
COM ____
CTR ____
ECR /
GCL /
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

FAX
TRANSMITTAL LETTER

ORIGINAL



The West Volusia Pennysaver
and
The Real Estate Locator
245 S. Woodland Boulevard
DeLand, Florida 32720

060368

Date: 4/24/07

To: Public Service Comm.

Docket #060368

From: James L. Johnson
1638 Juno Tr
Astor Fl. 32102 #0068-45-0030-1-8
386-749-4943

From:

- ☐ DeLand Office (Advertising/Accounting) Phone: (386)736-2880
- ☐ CLASSIFIED ADVERTISING Phone: DeLand (386)736-2880 or Orange City (386)774-2817
- ☒ CIRCULATION DEPARTMENT Phone: (386)736-6269 or (386)736-2880
- ☐ OTHER Phone: (386)736-2880 or (386)774-2817

RECEIVED-FPSC
07 MAY -1 PM 1:32
COMMISSION CLERK

Please find this transmittal letter and 8 additional sheet(s).

Message: Got letter on rate increase - call your toll-free # 1-800 342 3552 about service - man said he didn't know nothing - he said it was wrong # - I read it off to him - he said "I don't know." same as aqua water they can't help either - they say "I'll take your call appreciate it alone - I like to know at these hearing - can I stand and talk about my service?

Reply:

Name of person sending reply:

CMP	
COM	
CTR	
ECR	1
GCL	1
OPC	
RCA	
SCR	
SGA	
SEC	
OTH	

Please Fax Reply to:

- ☐ DeLand Office fax: (386)736-2687
- ☐ Classified Phone Room fax: (386)822-9904
- ☒ Circulation Office fax: (386)736-1416
- ☐ Orange City Office fax: (386)774-5613

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

AQUA UTILITIES FLA. INC.
ATT. KATHY L. PAPE, ESQUIRE
762 WEST. LANCASTER AVE.
BRYN MAWR, PA
19010

COMPLETE THIS SECTION ON DELIVERY

A. Signature
X
☐ Agent
☐ Addressee

B. Received by (Printed Name) KNAPP NOV 16 2004

C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes
if YES, enter delivery address below: ☐ No

3. Service Type
☒ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee) ☐ Yes

2. Article Number
(Transfer from service label) 7004 0750 0004 0493 2788

PS Form 3811, August 2001 Domestic Return Receipt 2ACPRI-03-P-4081

3

NOTICE OF APPLICATION FOR SALE OF FACILITIES

(Section 367.071, Florida Statutes)

LEGAL NOTICE

Notice is hereby given on August 24, 2004, pursuant to Section 367.071, Florida Statutes, of the application of Florida Water Services, Corporation (Applicant) for the sale to Aqua Utilities Florida, Inc. (Purchaser) of the facilities providing service to the areas listed on the succeeding pages. Please note that this application is not a request for a change in rates.

The full legal descriptions of the service areas are available upon written request to the Applicant at the address listed below.

Any objection to this Application must be made in writing and filed with the Director, Division of the Commission Clerk & Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within thirty (30) days from the date of this notice. At the same time, a copy of said objection should be mailed to the Applicant and the Purchaser whose addresses are set forth below. The objection must state the grounds for the objection with particularity.

David 11/9/04
Told us we had to fix it

Applicant:

Florida Water Services Corporation
Attn: Melissa Taylor, Esquire
P.O. Box 609520
Orlando, FL 32860-9520

Purchaser:

TO

Aqua Utilities Florida, Inc. # 610-645-1142
Attn: Kathy L. Pape, Esquire
762 West Lancaster Avenue
Bryn Mawr, PA 19010

Three years ago, our septic starting Backing up - they Came out 3 Times, and unstopped it. fourth time They dug down to found the concrete ~~that~~ had Busted. So they redone the concrete. Paper + Trash would hang upon the concrete, then it would Back up.

Three week ago it started again; 1st time they call ~~a plumber out~~ out a Roto-Rooter man to unstopped it. We call the next week, they sent a Roto-Rooter Man out. He ~~up~~ unstopped it again. We call last nite at 4:55 - 9/8/04 - Lady said she would take care of it. [illegible] said she didn't Need anything

4

FLORIDA WATER SERVICES CORPORATION'S
FACILITIES IN FLORIDA COUNTIES
BEING SOLD TO AQUA UTILITIES FLORIDA, INC
(Continued)

Volusia County
Jungle Den (water & wastewater):
Township 15 South, Range 28 East, Sections 19 & 30
Tomoka/Twin Rivers (water):
Township 14 South, Range 32 East, Section 30;
Township 14 South, Range 31 East, Section 25

Washington County
Sunny Hills (water):
Township 2 North, Range 13 West, Sections 1, 4-9, 11-31, 35 & 36;
Township 2 North, Range 14 West, Sections 13, 24-27, 34-36;
Township 1 North, Range 13 West, Section 2;
Township 1 North, Range 14 West, Sections 2 & 3
Sunny Hills (wastewater):
Township 2 North, Range 13 West, Sections 7, 8, 15-22, 28-31;
Township 2 North, Range 14 West, Sections 25 & 36

2

In the system, ~~but~~ But she would do it - and have them take care of it today. So I hung up - and call the Supv, and told here what happen - she said she would be sure it was taken care of. I came home at 5:PM - nothing had been done - Saw on of your ~~sup~~ supv in the area, Flag him down - told him about it - said ~~no~~ nobody told him about it? he didn't offer to write the address + phone # down - He told me he was spread thin? I came home to call your # Tried 3 times - it rang - then like somebody would pick up then put the phone down - I call the 4 time they answer - said she would get a Tech on it? I work for the New York Times for 25 years retired - never seen service like this? I shouldn't have to ~~pay~~ pay for water Sewage - since it in my yard, Can't cut the grass their either.

11 - canine day - Jim Johnson 386-7494943
1638 Juno Tr
Aston Fl. 32102

8 A 11/11/04

TO-KATHY L. PAPE ESQUIRE
742 WEST LANCASTER AVE.
BRYN MAWR, PA. 19010

WROTE YOUR LETTER RITE AFTER YOU TOOK OVER THE WATER WORKS; ON THE PROBLEM WE WAS HAVING; YOUR SECTARY CALL TO BE SURE SHE HAD THE RITE ADDRESS; SINCE THEN WE HAVE HAD THE SAME PROBLEM; DURING THE STORM WAS THE WORST; THEY WOULD CALL A PLUMMER TO UNCLOGIT. I HAD TO CALL A PLUMBER, THE SAME ONE THEY CALL BEFORE ON 3 DIFFRENT DATES - HE TRIED TO EXPLAIN TO THEM WHERE IT IS: BUT THEY WON'T LISTEN? THEY TOLD US AFTER THE STORM, THEY HAD HIRED A CONTRACTOR TO COME OUT + FIX IT. BUT SO FAR NO SHOW? 11/10/04 IT BACK UP AGAIN IN THE BATHROOM + THE FRONT YARD - BY THE WAY ITS A PRETTY SITE IN YOUR FRONT YARD 3' FROM THE ROAD. WE CALL 11/10/04 TO REPORT BACK-UP - AGAIN. NOBODY CAME OUT, SO I WENT GOT THE TOOLS AND UNPLUGIT. LATER ON ONE OF YOUR PEOPLE CAME OUT - AND TOLD US, THEY WERE NOT GOING TO FIX THE PROBLEM. WE WOULD HAVE TO FIX IT. I CALL THE PLUMBER; AND PAY HIM; SEND THE BILL IN WITH PAYMENT - THEY WOULD CREDIT IT AGAINST OUR ACCOUNT. NEVER HEARD OF A BUSINESS BEING RUN LIKE THIS. I CALL THIM AM, TO SEE HOW COME THEY DIDN'T SEND OUT A PLUMBER 11/10/04 TO UNSTOPPED IT - SHE SAID, SHE SENT A WORK ORDER OUT ON IT - BUT WOULD CHECK TO SEE HOW COME, NOBODY CALL OR COMES OUT. SHE FOUND OUT THEY TOLD HER THEY WERE GOING TO GET A CONTRACTOR TO FIX IT? WHEN? DO I CONTINUE TO TRY

8, B

Toun plug it, or call a plummer & I pay for it?
That sewer is a danger in the yard, it contimant
especially if kids get on them or dogs lick it?

0068-45-0030-1-8
METER #
RG019373074S
As you see I pay for my service

James L. Johnson
1638 Juno Tr.
Astor FL. 32102
386-749-4943

I see you have a lot of employees &
white trucks in the area - I stop & ask em.,
they say they are technician they have no
worker to do that kind of job? Looks like if you
had a crew to that kind of work - it would pay
for it/self/and service done faster/better.
I mean they wouldn't even help a 69 year
old man?

Have a nice day
Jim

5

THIS WAS HUNG ON MY FRONT DOOR ON THEIR YELLOW DOOR HANGER!!

MR. JOHNSON,

SORRY I MISSED YOU. I DROPPED BY TO FOLLOW UP ON MY PHONE MESSAGE EARLIER TODAY. WE'VE HIRED A CONTRACTOR TO DIG UP AND FIX WHATEVER IS CAUSING YOUR FREQUENT SEWER BACK-UPS. AS SOON AS I HAVE AN EXACT TIME THE WORK WILL BEGIN, I WILL LET YOU KNOW. I CONSIDER THIS A HIGH PRIORITY JOB AND WILL HAVE THE WORK BEGIN AS SOON AS IS HUMANLY POSSIBLE. I APOLOGIZE FOR THE PROBLEMS YOU'VE HAD AND I'M CONFIDENT THEY WILL END SHORTLY

PAUL THOMPSON
FIELD COORDINATOR
AQUA UTILITIES
CELL# 386-937-1143

Bill Johnson

From: Bill Johnson
Sent: Thursday, March 08, 2007 9:48 AM
To: 'custserv@aquaamerica.com'
Subject: EMERGENCY

To - Aqua Emergency

From - James L. Johnson
1638 Juno trail
Astor, Fl. 32102-7951
Lot - 0000002 block Jungle Den - Sub. Div.
#000888846-0632150
Home Phone # (386) 749-4943
Cell # (386) 566-2312

I called Thursday 3-1-07, you said they would be here Monday 3-5-07 - nobody shows up. Called again said they would be here 3-7-07 again nobody shows up. Called 4 times 3-7-07 to no Advil. Nobody could help me or would not give me to anybody in charge. Said they would pass the message alone! When can I expect it to be fix. The water main in front yard is BUSTED! Is there anybody at Aqua that can help me? You want me to have someone to fix it and send you the bill? A man by the name of Bors Lester # (386) 329-9601 call and said He would call us Thursday morning at 8:30 AM to say what Aqua would do. So far no call today. ASAP Give me a call Thanks, James L. Johnson

Bill Johnson

7

From: Bill Johnson
Sent: Friday, March 09, 2007 1:38 PM
To: 'custserv@aquaamerica.com'
Subject: What do I do?

Aqua - What do I do?
Reported 3/1/07- said you would be their 3/5/07 - NO SHOW - said 3/7/07 - again NO SHOW - man came by Thursday 3/8/07 - said would be here this afternoon or Friday on 3/9/07 - NO SHOW - WHAT DO I DO?
From - James L. Johnson
1638 Juno trail
Astor, Fl. 32102-7951
Lot - 0000002 block Jungle Den - Sub. Div.
#000888846-0632150
Home Phone # (386) 749-4943
Cell # (386) 566-2312

You send us information all the time how to save water? Look what you all have wasted in water last 7 days plus other locations. No wonder rates go up. You should do your part. Thanks, James L. Johnson

SHOW UP FRI. AFTERNOON, FIX IT. THE GROUND THEY TORE UP - HAD NO GRASS TO REPLACE IT - STILL NO GRASS.

Docket No. 060368-WS

ORIGINAL

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07 MAY -1 AM 9:31

COMMISSION CLERK

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To
Director Div. of the Commission Clerk
Case Docket # 060368-WS

The Case is Aqua Utilities Fla Inc.
Rate increase,

I do object to the increase for the Last 4 yrs I buy Bottled water to drink because of poor quality of water, the calcium & other water Deposits, clog drain Pipes, I was getting sick, nausea vomiting, I drink ice tea a lot Dr suggested I stop drinking water at house & it stopped. The Yearly report on Quality of Water never came at Sched-time, Rate appears not to be current, If someone will monitor that they actually

improve the water quality and I am able to drink it then I would say yes to giving them more money, but I haven't seen improvements & this company should be monitored.

Thanks
Cynthianna Hamby
2147 NE 42nd St
Ocala Fla. 34479

Cynthianna Hamby
2147 NE 42nd St.
Ocala, FL 34479

I have been with this water Company since 1995.

Help!

Oh! They did repaint the Water Tanks, & Replaced Fencing

ORIGINAL

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

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07 APR 30 PM 4:02
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April 30, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

Ms. Mary Valentine
159 Pridgeon Street
Interlachen, Florida 32148

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Ms. Valentine:

Thank you for your letter dated April 23, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to Aqua's request for a rate increase, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by the company. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Further, pursuant to Rule 25-30.433(1), Florida Administrative Code (F.A.C.), in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

As you see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

ORIGINAL

April 23-2007

Director
Division of the Commission Clerk & Administration Service
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Fla. 32399-0870

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07 APR 26 AM 9:07
COMMISSION CLERK

Rule 25-22.0407 Fla Administrative Code
Docket No. 060368-WS

The Aqua Utilities Florida, Inc, have not improved anything in Putnam County, Interlachen Lakes Estates.
Why do we have to be charged for extra they are putting in Gainesville & other areas?

We all live on retired pensions, which isn't much, Medicine, Doctor bills, groceries, Hospital bills, gas and Putnam County bills have gone up - Sure Greed!

Please think twice before Voting on this.

Thank you.

Mary S. Valentine
159 Pridgeon St
Interlachen, Fla. 32148

Mary Valentine
159 Pridgeon St
Interlachen, FL 32148

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OTH

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COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
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KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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Public Service Commission

April 30, 2007

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Shelia Adams
628 Red Pepper Loop
Chuluota, Florida 32766

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Ms. Adams:

Thank you for your letter dated April 24, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to Aqua's request for a rate increase, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by the company. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Further, pursuant to Rule 25-30.433(1), Florida Administrative Code (F.A.C.), in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

As you see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

ORIGINAL

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07 APR 26 AM 9:08
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DISTRIBUTION CENTER
07 APR 26 AM 7:35

Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Dear Sir,

In regards to the requested increase in water and sewage rates please keep in mind the following:

Florida homeowners like myself who have recently moved to the area have been hit incredibly hard by the overly high property taxes and recent increases in property insurance increases based on the Katrina hurricane.

Our house payment was increased over $250.00/monthly recently as property tax increases hit our home very hard. This alone is enough to make us wonder if we can afford to own a home in the overly expensive state of Florida.

Add to that the recent bad news that our homeowners insurance rates increased adding another $40.00/monthly to our house payment.

The already added increase of nearly $300.00/monthly has put an inordinate strain on our family budget. Just paying a mortgage in an area like this is very difficult. With the increases that were added to our payment we are already struggling just to make our normal payments and keep bills paid for our family of five.

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I urge you to consider these issues seriously as you vote to determine what, if any, increases in water and sewage rates should be placed on an already overly burdened homeowner. Add to that the fact that our water pressure is frequently so slow we can't even get a glass of water without it taking what seems like eternity. If we are forced to pay extra high increases which we can ill afford, we should at least be afforded decent enough service to get bubbles in our dish water at night.

Forcing families who are already being hit hard by hurricane rate insurance premiums, high property taxes, and inflated property prices in the first place, is only going to make it that much more difficult for families to keep their properties in good condition and add to the demise of property values as people are forced to allow their lawns to die, leaving the sunshine state in a state of ugliness. Not only that, but our bills are already over $120.00/monthly. We can NOT afford the increases proposed that would bring our bills to triple their current amount. A water/sewage bill of over $360.00/monthly is simply not affordable.

Please consider the rates we are already being asked to shoulder as homeowners and decline these rate increases.

Re: Docket No 060368-WS

Sincerely,

Sheila L Adams

Ms. Sheila Adams
628 Red Pepper Loop
Chuluota, FL 32766-6011

Docket # 060 368-WS

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☐ Administrative ☐ Parties ☑ Consumer
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07 APR 30 PM 3:07
COMMISSION CLERK

ORIGINAL

Mr. John F. Cowell
5208 SW 70TH TERR
GAINESVILLE FLA. 32608

Apr. 25, 2007

REGARDING AQUA RATE HIKE

OFFICE OF COMMISSION CLERK
FLA. PUBLIC SERV. COM.

THANK YOU FOR THIS OPPORTUNITY TO MAKE MY COMMENTS TO YOU ABOUT ANY WATER HIKE HERE.

IF A INCREASE IS PASSED, PLEASE HAVE MANAGEMENT TOLD TO RETRAIN THEIR CSR'S ON THE PHONE BOARD.

1ST THING THEIR EMERGENCY DEPT SHOULD ASK IS DO YOU HAVE WATER? ON OR OFF.

THE OTHER DAY OUR'S WAS OFF FROM 10-7PM. I TOLD THEM 1ST THING AND SEVERAL TIMES. CORRECTLY, THEY DIDNT HERE ME THE 1ST ~~FEW~~ FEW TIMES, OUR STREET AT THE CORNER OF 70TH TERR AND 52ND AVE WAS FLOODED THE ENTIRE DAY AND NITE, NO ONE SHOW'D UP TO REPAIR THE BROKEN LINE BY THE MAIL BOXES, WHERE A CAR RAN OVER THE BOX. NO WATER TILL 7:PM. MAINTENCE CAME 10:00 NEXT DAY.

ALL PLACES NEED MONEY DUE TO INFLATION

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BUT ALSO THESE CSR'S THERE, NEED TO BE MORE PROFFESSIONAL AND "E" MAIL THE IN DISPATCHER, AND GET FOR HELP AS A PROMISE, BEFORE THEY GET A INCREASE.

BETTER YET MAYBE GOV OUGHT TO TAKE OVER, SOME DAY LATER.

REFLECTING MY MEMORIES BEFORE RETIRING FROM a CHICAGO UTILITY AFTER 39 1/2 YRS, IF WE GAVE LOUSY SERVICE, LIKE WHAT WE EXPERIENCED THIS PAST WEEK, NO INCREASE WOULD THE "ICC" GIVE INCREASES AND ALOT OF PEOPLE WOULD BE RETRAINED.

SINCERELY

John F. Cowell

NOTE:

IF ONE CALLS EMERGENCY AFTER 5:30, YOU AUTOMATICLY GET CUT OFF, NO RECORDING, NO WAY TO GET TO A DISPATCHER, NO OTHER PH. # TO CALL!

"TERRIBLE BAD PROCEDURES",

"LETS BREAK COMED DOWN HERE",

HOOP'S - SORRY THEY DON'T HANDLE WATER!

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07 APR 30 AM 8:22

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

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07 APR 30 AM 9:39

COMMISSION
CLERK

Matilda Sanders

From: Ruth McHargue
Sent: Monday, April 30, 2007 2:29 PM
To: Timolyn Henry
Cc: Matilda Sanders; Brian Bilal
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 8992

ORIGINAL

Please add to docket file.

-----Original Message-----
From: Consumer Contact
Sent: Monday, April 30, 2007 10:29 AM
To: Ruth McHargue
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 8992

CMP ____
COM ____
CTR ____
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GCL 1
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OTH ____

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, April 30, 2007 10:26 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 8992

Complaint filed with PSC

Select County: POLK
CUSTOMER INFORMATION

Name: Cathy Jablonsky
Telephone: 321-956-7080
Email: dancath2@cfl.rr.com
Address: 1060 Sunswept Rd. NE Palm Bay 32905

BUSINESS INFORMATION

Business Account Name: DOCKET 060368-WS
Account Number:
Address: 22 Rosalie Oaks Blvd Lake Wales FL 33898

COMPLAINT INFORMATION

Complaint: Other Complaint against Aqua Utilities Florida, Inc.
Details:
Reference to Docket 060368-WS

Living in Florida we have been hit with an increase in property taxes, home owners insurance, flood, gas and the snowball effect of increased gas prices. Now our water and sewer company wants to increase our service over 100%. My complaint is how can any company increase there services over 100%. This is unfair and I would consider this type of increase gouging. There must be a cap on any utility company increasing our costs by this much. Of course, our local electric company increased our fees after we were hit with 2 hurricanes. It is becoming increasingly difficult for middle income people to get ahead. Please consider turning down such a large increase. I appreciate you taking time to read my complaint. Thank you, Cathy Jablonsky

RE: Aqua Utilities, Florida, Inc. 4-24-07

ORIGINAL DOCKET #

Florida Public Service Commission: 060368-WS

The proposed rate increases for water and sewer service in Zephyrhills are ridiculous. My present 5/8" x 3/4" water service facility charge is $6.30, proposed $18.52, a 193% increase!!! The sewer charge is $11.39, going up 48% to $16.90! This facility charge is unfair to begin with as a cost when no usage is there, and now they want to raise it! It is discriminatory to seasonal residents like myself, the cost(s) of equipment etc. should be included as overhead in the actual charge for usage, to be fair to all. The minimal 21% reduction in usage rate will not offset the extreme raise in the absent facility charge, even though the rates are still high.

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We are seniors on social security and own an inexpensive mobile home in Florida for the* winter months. We have a small condo-type unit in Michigan and are there now. We would appreciate the results of the hearings on this matter.

FL:
* 4636 Clarice Ave,
Zephyrhills, 33541
Aqua a/c# 0068-25-0155-2-9
Meter# 2601 9385 4813

G.W. Kitchen
2146 Banner Dr., S.W.
Wyoming, Mi. 49509-1924
Ph. 616 475-1177

RE: Aqua Utilities, Florida, Inc. 4-24-07

ORIGINAL DOCKET #

Florida Public Service Commission: 060368-WS

The proposed rate increases for water and sewer service in Zephyrhills are ridiculous. My present 5/8" x 3/4" water service facility charge is $6.30, proposed $18.52, a 193% increase!!! The sewer charge is $11.39, going up 48% to $16.90! This facility charge is unfair to begin with as a cost when no usage is there, and now they want to raise it! It is discriminatory to seasonal residents like myself, the cost(s) of equipment etc. should be included as overhead in the actual charge for usage, to be fair to all. The minimal 21% reduction in usage rate will not offset the extreme raise in the absent facility charge, even though the rates are still high.

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OTH

We are seniors on social security and own an inexpensive mobile home in Florida for the* winter months. We have a small condo-type unit in Michigan and are there now. We would appreciate the results of the hearings on this matter.

FL:
* 4636 Clarice Ave.
Zephyrhills, 33541
Aqua a/c# 0068-25-0155-2-9
Meter# 2601 9385 4813

G.W. Kitchen
2146 Banner Dr., S.W.
Wyoming, Mi. 49509-1924
Ph. 616 475-1177

49509-1924

GRAND RAPIDS MI 493

29 AUG 2007 PM 1 1

USA 39

Director, Division of the Commission
Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

DOCKET #
060368-WS

32399+7019

Agua Utilities

060368-WS

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07 APR 30 AM 8:20

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

To Whom Concerned;

This is about Docket # 060368-WS. This concerns retired people mostly. A few with young children.

This rate increase would sure put a hard ship on everyone.

I know improvements probably were needed, But 100% increase!!! Seems as tho' some-one is trying to recover all expenses at once in a 2 year rather then over a long term.

People just can't afford it. People are retired & living on a fixed income - Young people both work & can't make ends meet.

Please think long & hard before making a decision like this. After all people have other expenses not just water & sewer.

Hopefully you will consider older people trying to make ends meet. I'm not against a rate increase. But a reason one.

Paul & Joyce Finch
Rosalie Oaks Blvd. Lake Wales

OTH
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Paul G. and Joyce Finch
106 Rosalie Oaks Blvd.
Lake Wales, FL 33898

TAMPA FL 336
28 APR 07 PM 2 T

USA FIRST-CLASS POSTAGE

Dir. Div. of Commission Clerk & Admin Ser.
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0870

32399870 19

060368-WS

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07 APR 30 AM 8:31

Bob Brubaker
816 Fantasy Lane
Chuluota, FL 32766

ORIGINAL

April 26, 2007

Director, Division of the Commission Clerk and Administrative Services
Florida Public Services Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

Docket No. 060368-WS

This letter is a complaint regarding a rate increase for Aqua Utilities. This company has not provided service to its customers even though it already charges some of the highest rates in the state. Over the past two years we have been given notice that the chemicals in the water were near an unsafe condition. In fact the excessive chlorine level damaged my water softener. When I wrote a letter to Aqua Utilities expressing my concern, my letter was never acknowledged. The company, based in Philadelphia has no interest in Florida residents other than taking their money and this rate increase request is far from deserving. There has been little done to assure their customers that the water is safe, rather there is great concern in the community over the unsafe conditions and the fact that Aqua Utilities is doing nothing about the situation.

Please deny their request until they prove to their customers that they are providing the services for which we are paying; high quality water not substandard water.

Sincerely,

Bob Brubaker

RECEIVED-FPSC
07 APR 30 AM 9:36
COMMISSION CLERK

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SGA ____
SEC ____
OTH ____

Bob Brubaker
816 Fantasy Lane
Chuluota, FL 32766

MID FLORIDA PDC
FL 327 2 T
27 APR 2007 PM

Director, Division of the Commission Clerk and
Administrative Services
Florida Public Services Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

32399+0850

060368-WS

RECEIVED-FPSC

07 APR 30 AM 9:35

ORIGINAL

COMMISSION CLERK

Legal Notice

Notice of Commission Customer Service Hearings

RE: Application by Aqua Utilities Florida, Inc. (Utility) for rate increase in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. (Docket No. 060368-WS)

Date of Publication: April 20, 2007

Notice is hereby given that the Florida Public Service Commission will hold customer service hearings in the above-referenced docket to consider the Utility's application for an increase in water and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. The purpose of the customer service hearings is to allow customers the opportunity to comment on the Utility's proposed final rates or service. The nearest customer service hearing to you will be conducted at the following times and places:

Date and Time: May 16, 2007 at 10:00 a.m.
Place: St. Johns Water Management District
Resource Management Building Rooms 136A&B
4049 Reid Street
Palatka, FL 32177

Date and Time: May 16, 2007 at 6:00 p.m.
Place: City Commission Chambers
Gainesville City Hall
200 East University Avenue
Gainesville, FL 32601

Palatka is nearest to me, but since I have to rely on someone else to drive me. My comment is: we who are on fixed income (that gives no pay raises, ever) can't you freeze our rates? The telephone company freeze their rates + many other states freeze for the elderly or fixed income persons. If I make long distance calls, I pay for that, & if I put in a swimming pool, etc, I would pay for that.

At the hearing, customers will be given opportunity to present testimony and other evidence concerning the Utility's proposed rates or service. All witnesses shall be subject to cross-examination at the conclusion of their testimony.

Any customer comments regarding the Utility's service or the proposed rate increase should be addressed to the Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850. Such comments should identify Docket No. 060368-WS assigned to this proceeding.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Commission's Division of Regulatory Compliance and Consumer Assistance at 800.342.3552 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 800.955.8771 (TDD).

I called this number get no answer to my question, just a recorded message.

CMP ___
COM ___
CTR ___
ECR 1
GCL 1
OPC ___
RCA ___
SCR ___
SGA ___
SEC ___
OTH ___

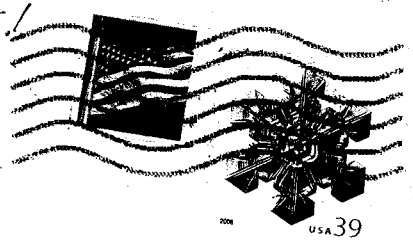
Please try your best to help us or like many others just stay dirty — some homes are being ruin because of a lack of water. Please, please

27 April 2007

Ms. Janet Cosgrove
2450 NE 40th St
Ocala, FL 34479

Home of the FREE, Because of the BRAVE!

GAINESVILLE/GNV
FL 326 1 T
28 APR 2007 PM



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

DOCKET No. 060368-WS 37019

060368-WS

April 22, 2007

ORIGINAL

Director
Division of Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

DISTRIBUTION CENTER
07 APR 30 AM 8:20

Re: Rate Increase Request by Aqua Utilities Docket No. 060368-WS

To Whom It May Concern:

We recently received notification from Aqua Utilities of their request for a rate increase on current water rates in the Chuluota area. This increase is unheard of as our water rates are currently three times those of other local residents in this immediate area under other water providers. Since relocating to the Chuluota area in 2003 we have consistently paid incredibly high water bills with no recourse through the state or local governments.

The base rates for just having access to the sewer and water systems is $34.80. This is almost equal to what other users in the area pay for their entire bill for the month. Our average water and sewer bill in the last six months was $ 162.79.

Aqua Utilities is proposing to **triple** our current waters rates and almost **quadruple** our sewage rates. This is completely unacceptable. This rate increase would put our base rate at nearly $100 per month – this is prior to using any water or sewer! A water bill such as this will greatly reduce our chances of ever selling our home, as who would want to buy a house with such an outrageous water bill and a large yard. Yet, at the same time we feel this puts us in a position to consider relocating to another area.

Our main question is this: Why is Aqua Utilities unable to run their system with the current rates while other companies in the area are able to operate with much lower rates? We feel this increase is incredibly unfair and that there should be an investigation into why there is so much disparity in the water and sewer rates in this area. To add insult to injury the service hearing for this proposed rate increase is in Deltona, no where near our home, on a weekday in the morning…effectively eliminating any chance of local residents being able to attend and protest.

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Sincerely,

Frank O. & Kimberly A. Burton
390 Velveteen Place, Chuluota, Florida 32766

RECEIVED-FPSC
07 APR 30 AM 9:35
COMMISSION CLERK

Metro Orlando ECONOMIC DEVELOPMENT COMMISSION

SERVING ORANGE, SEMINOLE, LAKE AND OSCEOLA COUNTIES AND THE CITY OF ORLANDO

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Water and Wastewater Utility Rates as of December 31, 2006*

Residential Service

Utility	Water				Wastewater			
	Base Rate	Gallonage Rate per M	Bill Comparison 5 M	Bill Comparison 10 M	Base Rate	Gallonage Rate per M	Maximum Gallonage	Maximum Charge
Orange County								
Aqua Utilities Florida, Inc.								
Tangerine	$8.92	$1.53	$16.57	$24.22				
East Central Florida Services, Inc.	$14.46	$1.61	$22.61	$30.56				
Oak Springs, LLC	$7.74	$1.61	$22.61	$30.56				
Utilities, Inc. of Florida	$7.06	$2.91	$21.60	$37.61				
Wedgefield Utilities, Inc.	$20.82	$2.16	$31.62	$42.42	$20.39	$3.70	10M	$57.39
Zellwood Station Co-op Inc.	$15.24		$15.24	$15.24	$20.57			$20.57
Seminole County								
Alafaya Utilities, Inc.					$19.85	$3.09	10M	$50.75
Aqua Utilities Florida, Inc.								
Chuluota	$10.25	$3.89	$29.70	$49.15	$22.01	$8.01	6M	$70.07
Harmony Homes	$21.02	$3.58	$38.92	$56.82				
C.W.S. Communities	$9.79	$2.36	$21.59	$33.39	$11.37	$4.03	6M	$35.55
Sanlando Utilities Corporation	$4.28	$0.44	$6.47	$8.65	$11.69	$1.56	10M	$27.29
Utilities, Inc. of Florida	$6.84	$2.22	$17.94	$31.26	$11.85	$6.03	10M	$72.15
Utilities, Inc. of Longwood					$33.85			$33.85
Lake County								
Aqua Utilities Florida, Inc.								
Carton Village	$18.73	$3.84	$37.93	$57.13				
East Lake Harris Estates	$8.53	$4.86	$32.83	$57.13				
Fern Terrace	$10.64	$2.95	$25.39	$40.14				
Friendly Center	$15.84	$4.09	$36.29	$56.74				
Grand Terrace	$9.90	$2.14	$20.60	$31.30				
Hobby Hills	$9.90	$2.14	$20.60	$31.30				
Holiday Haven	$10.38	$4.62	$33.48	$56.58	$16.43	$8.79	6M	$69.17
Imperial Mobile Terrace	$10.63	$2.95	$25.38	$40.13				
Morningview	$18.31	$3.88	$37.71	$57.11	$24.40	$7.57	6M	$69.82
Palms Mobile Home Park	$7.56	$4.96	$32.36	$57.16				
Picciola Island	$10.63	$2.95	$25.38	$40.13				
Piney Woods	$16.33	$2.72	$29.93	$43.53				
Quail Ridge	$21.86	$3.52	$39.46	$57.06				
Silver Lakes Estates / Western Shores	$7.64	$1.31	$14.19	$20.74				
Skycrest	$14.45	$4.23	$35.60	$56.75				
Stone Mountain	$27.59	$2.95	$42.34	$57.09				
Valencia Terrace	$9.90	$2.14	$20.60	$31.30	$16.30	$3.30	6M	$36.10
Venetian Village	$10.28	$3.89	$29.73	$49.18	$20.45	$5.97	6M	$56.27
AquaSource Utility, Inc.								
Summit Chase Villas/Tevares Ridge Subdiv.	$27.72	$2.62	$40.92	$54.12	$28.34	$2.70	10M	$55.34
Kings Cove	$8.12	$1.31	$14.67	$21.22	$9.24	$3.24	10M	$41.64
48 Estates	$14.82	$2.02	$24.92	$35.02				
Brendenwood Water System	$12.50	$1.78	$21.40	$30.30				

Metro Orlando ECONOMIC DEVELOPMENT COMMISSION

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Water and Wastewater Utility Rates as of December 31, 2006*

Residential Service

Utility	Water				Wastewater			
	Base Rate	Gallonage Rate per M	Bill Comparison 5 M	Bill Comparison 10 M	Base Rate	Gallonage Rate per M	Maximum Gallonage	Maximum Charge
C.W.S. Communities, LP	$7.28		$7.28	$7.28				
Century Estates Utilities, Inc.	$13.75	$1.74	$22.45	$31.15				
Colina Bay Wayter Company LLC	$31.36	$7.49	$68.81	$106.26				
Crystal River Utilities, Inc.								
Haines Creek	$9.54	$1.58	$17.19	$24.84				
Ravenswood	$13.36	$1.88	$22.76	$32.16				
Harbor Hills Utilities	$8.83	$1.32	$15.43	$22.03				
Hidden Valley SPE LLC dba Orange Lake	$8.70	$1.30	$15.20	$21.70	$8.47	$1.60	8M	$21.27
Lake Utility Company	$6.28	$1.83	$15.43	$24.58	$9.00	$3.03	10M	$39.30
Lake Utility Services, Inc.	$6.24	$0.72	$9.84	$13.44	$15.72	$1.08	10M	$26.52
Former Lake Groves Utilities, Inc.	$12.57	$1.25	$18.82	$25.07				
Lake Yale Treatment Associates, Inc.	$9.40	$1.72	$18.00	$26.60	$9.78	$2.48	10M	$34.58
Oak Springs, LLC	$7.74	$2.14	$18.44	$29.14				
Pine Harbour Water Utilities	$14.70	$1.84	$23.90	$33.10				
Raintree Utilities, Inc.	$13.00	$1.40	$20.00	$27.00				
Shangri-La by the Lake Utilities	$12.87	$1.22	$18.97	$25.07	$9.91	$2.43	6M	$24.49
Southlake Utilities, Inc.	$8.98	$0.84	$13.18	$17.38	$9.76	$0.86	10M	$18.36
Sun Communities Finance d/b/a Water Oak Utility	$6.88	$0.56	$9.68	$12.48	$8.82	$2.25	6M	$21.82
Utilities, Inc. of Pennbrooke	$5.56	$1.61	$13.61	$21.66	$10.78	$2.69	10M	$37.68
W.B.B. Utilities, Inc.	$11.87	$1.55	$19.62	$27.37				
Osceola County								
East Central Florida Services, Inc.	$14.46	$1.61	$22.51	$30.56				
O.&S. Water Company	$12.97	$1.81	$22.02	$31.07				

Source: Florida Public Service Commission - Data as of December 31, 2006

*Most recent available

Frank O. Burton
390 Velveteen Pl.
Oviedo, FL 32766

ORLANDO FL 328

28 APR 07 PM 2 L

Director
Division of Commission Clerk and Admin. Services
Florida Public Services Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

32399+7013

ORIGINAL

April 23-2007

Director,
Division of the Commission Clerk & Administration Service
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Fla. 32399-0870

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07 APR 26 AM 9:07
COMMISSION CLERK

Rule 25-22.0407 Fla Administrative Code
Docket No. 060368-WS

The Aqua Utilities Florida, Inc., have not improved anything in Putnam County, Interlachen Lakes Estates.
Why do we have to be charged for extra they are putting in Gainesville & other areas?

We all live on retired pensions, which isn't much, Medicine, Doctor bills, groceries, Hospital bills, gas and Putnam County bills have gone up - Sure Greed!

Please think twice before voting on this.

Thank you.

Mary S. Valentine
159 Pridgeon St
Interlachen, Fla. 32148

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

V Mary Valentine
159 Pridgeon St
Interlachen, FL 32148

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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Public Service Commission

April 27, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Brian Sprenger
105 Palm Trail
East Palatka, Florida 32121

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Sprenger:

Thank you for your letter dated April 21, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to Aqua's request for a rate increase, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by the company. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Further, pursuant to Rule 25-30.433(1), Florida Administrative Code (F.A.C.), in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

As you see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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COMMISSION CLERK

Public Service Commission

April 25, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☒ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION

Rosalie Oaks Property Owners association
Mr. Frank Hodge, President
50 Rosalie Oaks Blvd.
Lake Wales, Florida 33898

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Hodge:

Thank you for your letter dated April 20, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

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As you see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

ROSALIE OAKS PROPERTY OWNERS ASSOCIATION
Frank Hodge, President
50 Rosalie Oaks Blvd, Lake Wales, FL 33898
863-696-2201

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07 APR 23 AM 9:49
COMMISSION CLERK

April 20, 2007

Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

Re: Docket No. 060368-WS - Aqua Utilities Proposed Increase

Dear Director:

This subdivision was developed in 1974 as a retirement community. Ninety percent of the population are just that - retired on a fixed income. Many are widowed with only one Social Security check. Most of the mobile homes in here are old. Many of them as old as 1974 to 1985. At the time of development by Mr. Kessler, the water and sewer system were installed and maintained by him until he sold it in 1996 to Crystal River Utilities, alias Aqua Source, alias Aqua Utilities. Are there no requirements that money from profits have to be set aside for repairs? Why is it that when major repairs come along, utility companies start petitioning for the customers to cover the entire cost? Have they not saved any money along the way? People who work have to save money to repair their homes, repair and replace cars, replace furniture, plumbing bills, etc. No one is available to step up and cover their repairs and normal extraordinary expenses.

In this case, the utility company wants the customers to pay $122.33 per month base rate for water ($21.75) and sewer ($100.58). That's more than the electric bill! Base rate was $26.89 for both. Their interim rate already approved by the Public Service Commission and effective April 12, 2007 is $58.03 per month. That's already over a 100% increase! The **interim rate** for 12 months would be **$787.77**, not including taxes. That's more than property taxes and more than property insurance. And that's just the **interim** rate. When you consider what they are proposing as a final rate, it comes to **$1,467.96 per year**, not including taxes. That's a 220% increase. At that rate, since the repairs are only estimated at $2,200 per customer, we would be paying for these repairs, every three years for the rest of our lives. There has to be something illegal about that.

We would like to see this application by Aqua Utilities declined and the interim rate rolled back and made final to a reasonable increase of 50%, making it $40.33 per month, not to be increased again for 5 years. Wouldn't everyone like to get a 50% increase in their paycheck? If Social Security would go up 50%, we might be able to afford things like the electric bill, property insurance, property taxes, and even the water/sewer bill. But that's not likely. We cut back every way we can now. Turn our AC's up and sweat during the summer; turn the furnace down and freeze in the winter, try to flush the toilet only about every third time it's used. No matter what we do to try to make ends meet, someone is there after the grocery money.

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Frank Hodge, President Charles Bass, Trustee William Webb, Trustee

cc: Gov. Charlie Crist Congressman Adam Putnam Attny Gen Bill McCollum
Polk County Commissioners English, Wilkinson, Myers, Reed, Johnson

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN POLK COUNTY, FLORIDA BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in March 1998, and this is the Utility's first rate request since acquiring these systems in August 2003. Since then, the Utility will have invested more than $430,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of approximately $2,200 per customer. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the sewage treatment facility, as well as replacing deteriorating pipe that carries the waste to the plant, as required by the Florida Department of Environmental Protection. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Polk County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Polk County Library
City Hall – 228 S. Massachusetts Avenue
Lakeland, Florida 33801
Phone: 863.834.6000

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearing – June 13, 2007 at 6:00 p.m., at the Lakeland City Commission Chambers, 3rd Floor, 228 S. Massachusetts Avenue, Lakeland, Florida 33801.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

ROSALIE OAKS MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 11.38	$ 25.28	$ 21.75

Total consumption	Present Rates	Interim Rates	Proposed Final Rates
< 5,001	$ 0.95	$ 2.13	$ -
5,001 to 10,000	$ 1.20	$ 2.68	$ -
Over 10,000	$ 1.46	$ 3.23	$ -
< 6,001 (Residential)			$ 2.84
Over 6,000 (Residential)			$ 3.55

ROSALIE OAKS MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 15.51	$ 32.75	$ 100.58

	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	1,000	1,000	6,000
Residential use to cap	$ 6.67	$ 14.09	$ 7.72

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
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STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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Public Service Commission

April 25, 2007

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Mr. & Mrs. John Eskew
319 Grey Owl Run
Chuluota, Florida 32837

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. & Mrs. Eskew:

Thank you for your letter dated April 17, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

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Further, pursuant to Rule 25-30.433(1), Florida Administrative Code (F.A.C.), in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

As you see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
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May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
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June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

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Jason & Laurie Eskew
319 Grey Owl Run
Chuluota, FL 32837
April 17, 2007

Director, Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

Reference: **Docket Number 060368-WS**

We would like to voice our opposition to the petition by Aqua Utilities Florida, Inc. The rate increases are outrageous.

Aqua utilities already charges much more than the other nearby utility services and an increase of this magnitude is a shock to say the least.. Our average monthly water bill for the past 12 months has been $193.10. Before we moved here our average monthly water bill was only $58.47 and the address for that property is only 6 miles away.

The table below shows the actual cost to our family for water and sewer service under the current, interim and proposed rates (taxes excluded).

Monthly Usage **25600** Gallons

	Current		Interim		Proposed Final	
Base Water		$ 10.25		$ 13.54		$ 27.42
Base Sewage		$ 22.01		$ 31.08		$ 67.14
Water Usage	0.00389	$ 99.58	0.00513	$ 131.33	0.00242	$ 14.52
					0.00302	$ 59.19
Sewage Usage	0.00801	$ 48.06	0.01132	$ 67.92	0.00781	$ 46.86
		$ 179.90		$ 243.87		$ 215.13
			Increase over current	**136%**	**Increase over current**	**120%**

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If there were an alternative service provider, we would have the benefit of price competition to help keep prices in check. Since Aqua Utilities is the sole service provider, we depend on the Public Service Commission to protect us from unreasonable service rates for basic services such as water and sewer.

Sincerely,

Jason Eskew

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
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Mr. & Mrs. Evelyn Sheltz
3240 Keith Lane
Mims, Florida 32754

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. & Mrs. Sheltz:

Thank you for your letter dated April 20, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

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If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
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ORIGINAL

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Director, Division of the Commission Clerk and
Administrative Services
dear Sirs;
In Regards to docket number 060368
please be aware of the area
of populace you are dealing with.
These are not nice new ~~hot~~ homes
are even older houses this
subdivision is a very old Sub-
division of Mostly Old House
trailers that we call home.
You are dealing with a very
poor Class of people of which
we are one family on Social
Security. I could understand
an increase even as much
as 50% but this is 400% increase
that Aqua Water is asking
for. No one will be attending
the Meetings not out of interest
as you may think but because
the meetings Aqua Water
set up are too far away

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and many wouldn't be able to afford the price of gas to attend the Meetings if they have Cars.

This Amout of increase if passed Could bring hardship on Many of us Older residents. Thank you for your kind Consideration.

Very respectifully
Thomas and Evelyn Shultz
Oakwood Subdivision
Mims, Fl 32754

[redacted]

COMMISSIONERS:
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KATRINA J. MCMURRIAN

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☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
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Mr. Gene Coursen
11449 Ocklawaha Drive
Leesburg, Florida 34788-4488

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Coursen:

Thank you for your letter dated April 17, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

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Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
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BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER RATES IN LAKE COUNTY, FLORIDA
BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring this system in July 2004. Since then, the Utility will have invested approximately $580,000 in your community's infrastructure through 2007 to improve the quality and reliability of water service. The upgrades include installing treatment equipment and making structural improvements to the water treatment plant, as well as replacing undersized and deteriorated water main to improve water quality and fire protection. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Lake County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Lake County Library
312 W. Main Street
Tavares, Florida 32778
Phone: 352.253.6180

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – June 27, 2007 at 10:00 a.m. and 6:00 p.m., at the Mount Dora Community Center Auditorium, 520 Baker Street, Mount Dora, Florida 32756.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

SILVER LAKE/WESTERN SHORES MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 7.64	$ 10.09	$ 21.38
3/4 inch	$ 11.48	$ 15.15	$ 32.07
1 inch	$ 19.12	$ 25.24	$ 53.45
1 1/2 inch	$ 38.24	$ 50.49	$ 106.89
2 inch	$ 61.18	$ 80.78	$ 171.02
3 inch	$ 122.36	$ 161.56	$ 342.05
4 inch	$ 191.19	$ 252.45	$ 534.45
6 inch	$ 382.36	$ 504.87	$ 1,068.90
8 inch	$ 611.78	$ 807.79	$ 1,710.24
10 inch	$ 879.44	$ 1,161.21	$ 2,458.47

	Present Rates	Interim Rates	Proposed Final Rates
Total consumption ,	$ 1.31	$ 1.72	
< 6,001 (Residential)			$ 2.27
Over 6,000 (Residential)			$ 2.84
Non-residential			$ 2.27

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GCL 1
OPC _____
RCA _____
SCR _____
SGA _____
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5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

Dear Director see reverse side

AQUA.

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

PRE-SORTED
FIRST CLASS
U.S. POSTAGE
PAID
AQUA UTILITIES
FLORIDA, INC.
19399

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5-DIGIT 34788 0716
GENE COURSEN
11449 OCKLAWAHA DR
LEESBURG, FL 34788-4488

Dear Sir:

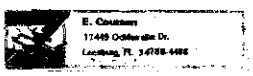
I find a 280% increase in water rates (based on existing 7.64) too be unexcusable. Their bases for the increase is meritless. If you purchase a business or home with as many flaws as they claim needed to be fixed, wouldn't you negotiate that into the purchase price, don't pass it on too the customer for their mistake!

Don't forget to ask them for their correspondance to us as customers when they bought out Florida Water and said there would be no increased rates because the infastructure was in good shape.

Just say no!

Sincerely,

Gene Coursen
11449 Ocklawaha Dr.
Leesburg, Fl 34788



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Mr. Hartley Turner
35040 Raintree Drive
Fruitland, Florida 34731-6028

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Turner:

Thank you for your letter dated April 18, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

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If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

060368

Hartley C. Turner
35040 Raintree Dr.
Fruitland Park, FL 34731-6028

ORIGINAL

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APR 20 2007
Florida Public Service Commission
Division of RCA

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07 APR 20 PM 12:64
COMMISSION CLERK

April, 1 2007

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SEC ____
OTH ____

Sir:

this letter is in regard to application for rate increase in Water & Wastewater rates in Lake Co. By aqua utilities Florida, Inc. Issued on April 11, 2007.

Their claim of investing $315,000 in Our community (Kings Cove) this amount translates to about $750.00 per Household so they say, Hard to believe. The only improvement We have seen out here is a new fence around their property.

Our Water hasn't improved any, the Water pressure is excessive most of the time in excess of 65# as I have called various times in regard to it

The majority of the Citizens in this Community think the rate increase is excessive and shouldn't be that high.

Thanks for Your Coperation

Mr. Hartley Turner

RECEIVED
APR 20 2007
Florida Public Service Commission
Division of RCA

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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07 APR 26 AM 9:19
COMMISSION CLERK

Public Service Commission

April 25, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Ralph Azuz
04940 Picciola Road
Fruitland Park, Florida 34731

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Azuz:

Thank you for your letter dated April 18, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

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Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
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May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
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June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

RECEIVED-FPSC
07 APR 23 AM 9:58
COMMISSION CLERK

PSC

Sent: Wed, 18 Apr 2007 8:32 AM
Subject: Docket #060368-WS

To Whom It Does Concern:

Regarding Aqua Utilities Florida, Inc's April 11, 2007, proposal to dramatically increase water rates (docket #060368-WS), please consider the following: Since taking over from Swiderski, Aqua Utilities has repeatedly and persistently sneaked (snuck?) small rate increases into each monthly bill; and, now this avaricious, gluttonous corporation wants to TRIPLE water expenses.

This country is rapidly returning to the Feudal era, where the middle class is totally eliminated, and only Lords and serfs remain. The cost of living is going out of sight, and millions of people can no longer afford the outrageously-increasing prices of gas, food, milk, electricity, phone service, and now water. As is, orange juice, once a staple on breakfast tables, has become an extinct (unaffordable) reality, and powered milk (or other milk substitutes) has replaced gallons.

Middle Americans are faltering, health care is beyond reach, house foreclosures are epidemic, and no signs of reprieve are visible; and, now Aqua Utilities wants to increase monthly water fees, from under ten bucks a month to over thirty bucks a month.

Must we give up drinking water and showering too?

I suspect Aqua Utilities does not require any such rate increases as requested, but chose an outrageous amount, so the PSC can cut their request in half and still delight their ravenous greed.

Please, for the sake of life as we know it, tell these rapacious bastards to stick it, and refuse to give them anything more than a two or three percent increase, like the rest of us have to bear and accept.

Ralph Azuz

Ralph Azuz
04940 Picciola Road
Fruitland Park, Florida 34731

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COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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COMMISSION CLERK

Public Service Commission

April 25, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

Mr. Alford H. Rye
9600 Plank Road
Maybee, MI 48159

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Rye:

Thank you for your letter dated April 16, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

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If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
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RATE CASE

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June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

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07 APR 23 AM 9:54

COMMISSION CLERK

April 16, 2007

Director, Division of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

To Whom It May Concern:

Concerning Docket No. 060368-WS

I am writing to ask that Aqua Utilities not be granted the full increase in the water rates at this time. I am a winter resident at 235 Hermits Dr. Satsuma, FL. 32189 for about 6 to 8 months, but am concerned about the purity of our drinking water. Since we can't be there to attend the meeting, I am writing my concerns. Periodically, we receive letters stating the level of contaminates in the water, but that it shouldn't be a concern. There is so much chlorine in the water, that we installed a filter under the sink to remove it and hopefully some of the contaminates. I don't have a problem paying more for the water, providing it is good water. Most of the residents in this area are elderly, and are so concerned about the level of contaminates that they have resorted to buying bottled water. I would like to see the water cleaned up so everyone has peace of mind, before we have to pay more. It doesn't make sense, to pay more for water, then also pay for bottled water to drink. That seems like paying double. How do they justify such a high increase in rates, with such inferior water supply? Thank you for your time and effort looking into this mater.

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RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Winter Address:
235 Hermits Dr.
Satsuma, FL. 32189

Concerned Citizen,

Alford H. Rye

Alford H. Rye
9600 Plank Rd.
Maybee, MI. 48159

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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Public Service Commission

April 25, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. & Mrs. Rod Santomauro
492 Osprey Lakes Circle
Chuluota, Florida 32766

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. & Mrs. Santomauro:

Thank you for your letter dated April 17, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

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Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
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ORIGINAL

RECEIVED-FPSC

07 APR 20 AM 9:24

COMMISSION
CLERK

4/17/2007

Director, Division of the Commission Clerk & Adm. Services
Florida Public Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

Re: Docket #060368 – WS

Aqua America, Inc. is requesting another rate hike for the homeowners in Chuluota, FL. Their request notification states that they haven't raised rates since 1996, when in fact, they have raised their water rates almost every year. Now they are requesting a rate increase for their basic water and sewer service.

I respectfully ask that you decline the excessive rate increase that they are requesting. Their current rates exceed Oviedo's rate by almost three times. Oviedo, FL. is adjacent to Chuluota, FL. Aqua Utilities water doesn't meet the EPA standards. We currently pay over $100 a month for their water and sewer service each month and the new requested rates could bring our water bill to over $300 A MONTH!

Please decline their excessive rate increase request.

Thank you.

Mr. and Mrs. Rod Santomauro
492 Osprey Lakes Circle
Chuluota, FL 32766

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DISTRIBUTION CENTER
07 APR 20 AM 7:27

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

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07 APR 26 AM 9:19
COMMISSION CLERK

Public Service Commission

April 25, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Ms. Jeanne Galligan
Mr. Kurt Johnsen
5234 Lake Osborne Dr.
Lake Worth, Florida 33461

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Ms. Galligan & Mr. Kurt Johnsen:

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cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

DISTRIBUTION CENTER
07 APR 20 AM 7:26

Director, Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Re: Docket Number 060368-WS

I just received the notice from my water company, Aqua Utilities Florida, Inc. that informs me my water rates have doubled (interim rates) and that they are asking for an increase that will increase my water bill by 600%. I know that my water company is owned for profit by out of state interests, and so I am hoping that you will stand up forcefully to protect the interests of the people who live in my community and fight this rather outrageous increase. Water is a necessity, and there is no competition involved, so we the consumer cannot go elsewhere. The owners of Aqua Utilities do not need to become wealthy on our need for water. Please protect us, who have absolutely no way of protecting ourselves.

Increasing our cost for water by 600% would strain the people of the neighborhood we live in, which is made up of working class families and retirees. Our property taxes have doubled and tripled for anyone not lucky enough to have owned their homes for thirty years, other costs of living have all increased dramatically. We really can't live without water, and have no other source for getting it, so this monopoly is proposing to multiply our rates by six and we will have no choice. We don't live on large estates with golf courses and horse pastures. We all have small lots and small lawns. This increase seems unfair and unjust. I hope this letter will have some effect on your decision to allow the water we drink to be made so expensive that it will be difficult for many to afford. Water is a necessity. We shouldn't have to make some out-of-towners richer than they already are. If the owners of the utility lived in our neighborhood it would be a lot easier to take, but then I doubt we would be being threatened with this kind of hike.

CMP ____
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CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

Sincerely,

Jeanne Galligan

Jeanne Galligan
5234 Lake Osborne Dr.
Lake Worth, Fl 33461

Cc: state representatives, Governor Christ, and other legislators.

RECEIVED-FPSC
07 APR 20 AM 9:21
COMMISSION CLERK

Kurt Johnsen
5234 Lake Osborne Dr.
Lake Worth, FL 33461

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

RECEIVED
07 APR 26 AM 9:19
COMMISSION CLERK

Public Service Commission

April 25, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Gary A. Lombardi
140 Quailwood Drive
Winter Haven, Florida 33880

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Lombardi:

Thank you for your letter dated April 16, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to Aqua's request for a rate increase, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by the company. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Further, pursuant to Rule 25-30.433(1), Florida Administrative Code (F.A.C.), in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

As you see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Office of Commission Clerk
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

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June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

DISTRIBUTION CENTER
07 APR 20 AM 7:37

April 16, 2007

Director, Division of the Commission Clerk and Administrative Services
Florida Public Services Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

RECEIVED-FPSC
07 APR 20 AM 9:23
COMMISSION CLERK

RE: Docket Number 060368-WS

Mr. Director,

I am writing this to strongly oppose the amount of the "proposed final rates" in the brochure I received on this date.

I have lived at my current address for over 24 years, and while the water rates have gone up at a measured pace, this increase does not fit into the category of "measured", in any way.

While I certainly know costs have risen, over doubling of the rates is not understandable in the least. I believe it would create an unnecessary hardship on many of my neighbors, as well as me and my family.
I would not be opposed to the raising of rates to the "interim level" as listed in the brochure, as these increases seem reasonable.

If you have any questions, please contact me.

Yours truly,

Gary A. Lombardi
140 Quailwood Drive
Winter Haven, Florida 33880
863-965-1775 or 863-521-2438

CMP ____
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SGA ____
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Gary A. Lombardi
P.O. Box 1865
Auburndale, Florida 33823

ORIGINAL

RECEIVED
07 APR 25 AM 8:4
COMMISSION
CLERK

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN PUTNAM COUNTY, FLORIDA BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring these systems in July 2004. Since then, the Utility will have invested approximately $180,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of more than $800 per customer. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the sewage treatment facility, as well as replacing deteriorating pipe that carries waste to the plant. The upgrades also include new security equipment at its treatment facilities to comply with federal regulations. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Putnam County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Putnam County Library
601 College Road
Palatka, Florida 32177
Phone: 386.329.0126

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – May 16, 2007 at 10:00 a.m. at the St. Johns Water Management District Resource Management Building, Rooms 136A&B, 4049 Reid Street, Palatka, Florida 32177, and May 16, 2007 at 6:00 p.m. at the City Commission Chambers, Gainesville City Hall, 200 E. University Avenue, Gainesville, Florida 32601.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

PALM PORT MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 12.57	$ 16.60	$ 34.17
	Present Rates	**Interim Rates**	**Proposed Final Rates**
Total consumption	$ 4.43	$ 5.85	
< 6,001 (Residential)			$ 6.97
Over 6,000 (Residential)			$ 8.71

PALM PORT MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 20.28	$ 28.65	$ 66.10
	Present Rates	**Interim Rates**	**Proposed Final Rates**
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	$ 8.26	$ 11.67	$ 18.71

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

And I suppose a high rate initially was designed to cover the initial costs. But I don't see that their costs have gone up much since then & is in fact insignificant compared to the "improvements" they are proposing. And I don't see how a business could operate for such a long time on a losing basis. So to me the 200% increase they are proposing is absolutely without reason.

I hope I have described to you our situation with Aqua Utilities so that you are able to understand it. I have faith that our government oversight of these utilities is also reasonable. Please understand that to the consumer, a 50% rate increase is a lot & needs to be justified, much less what they are proposing. I also realize that in many places in this world water & sewer availability are a real luxury, but I certainly hope that doesn't become the case here in Florida & in our little subdivision.

Respectfully yours,

Brian Sprenger

BRIAN SPRENGER
105 PALM TRAIL
EAST PALATKA, FL 32131
386-325-9535

Well, yes, real estate prices have gone up in the past few years considerably. But I don't see how that has any direct bearing on the value of services this company is providing (unless they expect me to move & someone far richer move here). But let's look at their rationale for the increase. Because of their capital improvement, they estimate a cost of $800/yr. to cover it (per customer). According to my calculation, that cost will be covered in the first year after this increase. What, I ask, do they intend to do with all that extra cash then? Nor does it even seem that upgrading its lift stations should be considered a big capital improvement. Do you think I ask my boss for a raise every time I want to upgrade my car a little?

It is true that I don't have the capacity to fully understand the situation here: I know when I moved here from Palatka (a few miles away) ten years ago, I had to pay about twice as much for these services than when I received them through the municipal system. I guess I expected to pay some more because it was a smaller system. They say the rates have not gone up at all in the past ten years. I can't say for sure if that is a fact.

ORIGINAL

RECEIVED FPSC
07 APR 25 AM 8:45
COMMISSION CLERK

4-21-

Director of the Public Service Commission
Florida Public Service Commission

To whom it may concern -

I am writing this in response to the recent letter I received from Aqua Utilities (which I am enclosing). I am writing in protest of the proposed tripling of their rates as described in the letter. I am thankful that there is a government agency that oversees such services or I would truely be at the mercy of whatever they want to charge me/us. So I thank you for your attention to this matter.

Perhaps the best analogy I can use to explain their proposal is a business example. I work for a living, as I'm sure you do, too. Wouldn't it be wonderful if our paychecks increased about 50% next month & then about 200% shortly after that? And if that were seemingly to happen, then it would only give us the same ability to pay what Aqua Utilities is asking for. Does this make sense to you?

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RCA ____
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SGA ____
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OTH ____

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

RECEIVED-FPSC
07 APR 27 PM 2:37
COMMISSION CLERK

Public Service Commission

April 27, 2007

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

Mr. Jacob Pfau
2503 Loch Ness Court
Leesburg, Florida 34788-7690

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. Pfau:

Thank you for your letter dated April 21, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the customer service hearings be held in your service area. You will be receiving a notice from Aqua that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

With respect to Aqua's request for a rate increase, the Commission's accountants, engineers and economists are examining the financial and engineering information filed by the company. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed for recovery from the ratepayers.

Further, pursuant to Rule 25-30.433(1), Florida Administrative Code (F.A.C.), in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

As you see, customer comments and complaints are an essential part of the Commission's evaluation of the utility. If you have additional concerns and are unable to attend one of the customer hearings, we urge to express these additional concerns in writing. To ensure the correspondence is placed in the docket file, please indicate that the correspondence relates to Docket No. 060368.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: **Office of Commission Clerk**
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Stallcup, Rieger, Redemann, Walden, Massoudi, Edwards, Fletcher, Johnson, Revell)
Office of the General Counsel (Fleming, Gervasi, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

ORIGINAL

Jacob Pfau
2503 Loch Ness Ct
Leesburg FL 34788-7690

RECEIVED-FPSC
07 APR 25 AM 10:46
COMMISSION CLERK

Docket 060368-WS

Dear Commissioners:

We need to protest the water rate increase which Aqua Utilities has advised us they are requesting.

We are retired and on a fixed income and a rate increase of this size is too much. We have no way to increase our income to match all the increases we are getting lately.

This water company gets sold every couple of years, and the new owners always ask for more money so they can pay for what they just bought. In other words they expect the customers to buy the water works for them.

They mention that they have spent $580,000 to improve quality and reliability, but the quality has not improved it has gotten worse. We can't drink the water and need to buy bottled water for drinking.

We urge you to deny this large increase. Vote no!!!

Jacob Pfau

CMP ____
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SEC ____
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State of Florida

ORIGINAL

Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

RECEIVED-FPSC
07 APR 27 PM 2:37
COMMISSION CLERK

-M-E-M-O-R-A-N-D-U-M-

DATE: April 26, 2007

TO: Ann Cole, Commission Clerk

FROM: Felicia White, Staff Assistant, Division of Economic Regulation

RE: Docket No. 060368-WS - Application for Increase in water and wastewater rates in by Aqua Utilities, Inc.

Attached is a complaint and a response to the complaint that needs to be placed in the stated docket. Please place in the docket file for this docket.

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, April 17, 2007 8:50 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: My contact

Please add to docket file.

-----Original Message-----
From: Consumer Contact
Sent: Monday, April 16, 2007 4:09 PM
To: Ruth McHargue
Subject: FW: My contact

Protest for docket 060368
-----Original Message-----
From: Webmaster
Sent: Monday, April 16, 2007 8:57 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, April 14, 2007 10:34 PM
To: Webmaster
Cc: gjohnston9@cfl.rr.com
Subject: My contact

Contact from a Web user

Contact Information:
Name: gregory johnston
Company:
Primary Phone: 407-971-8104
Secondary Phone:
Email: gjohnston9@cfl.rr.com

Response requested? No
CC Sent? Yes

Comments:
Please advise how we as homeowners can begin to convince your agency to stop allowing aqua utilities from goughing us with their water rates in the chuluota area ?? I see they are now requesting a rate increase ? we are already paying way too much and are not even allowed to drill a private well if we desire.

CMP ____
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SGA ____
SEC ____
OTH ____

Troy Rendell

From: Troy Rendell

Sent: Thursday, April 26, 2007 12:44 PM

To: 'gjohnston9@cfl.rr.com'

Cc: Cheryl Bulecza-Banks; Felicia White; Tom Walden; Ken Hoffman; Rosanne Gervasi; Katherine Fleming; Ralph Jaeger

Subject: Docket No. 060368-WS - Application for a increase in water and wastewater rates by Aqua Utilities Florida, Inc.

Attachments: Service Hearings List (2).doc

Dear Mr. Johnston,

Thank you for your e-mail received on April 15, 2007 regarding the above-referenced application by Aqua Utilities (Utility). A copy of your e-mail will be placed in the correspondence side of the docket file in this case, where your concerns will be available for review by Commissioners, Commission staff, the Office of Public Counsel, and other interested persons and parties.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the Utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

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If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6934, or Cheryl Bulecza-Banks at (850) 413-6642.

Sincerely,

Troy Rendell
Public Utilities Supervisor
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(805) 413-6934

ORIGINAL

RECEIVED-FPSC
07 APR 26 AM 9:08
COMMISSION CLERK

DISTRIBUTION CENTER
07 APR 26 AM 7:35

Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Dear Sir,

In regards to the requested increase in water and sewage rates please keep in mind the following:

Florida homeowners like myself who have recently moved to the area have been hit incredibly hard by the overly high property taxes and recent increases in property insurance increases based on the Katrina hurricane.

Our house payment was increased over $250.00/monthly recently as property tax increases hit our home very hard. This alone is enough to make us wonder if we can afford to own a home in the overly expensive state of Florida.

Add to that the recent bad news that our homeowners insurance rates increased adding another $40.00/monthly to our house payment.

The already added increase of nearly $300.00/monthly has put an inordinate strain on our family budget. Just paying a mortgage in an area like this is very difficult. With the increases that were added to our payment we are already struggling just to make our normal payments and keep bills paid for our family of five.

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I urge you to consider these issues seriously as you vote to determine what, if any, increases in water and sewage rates should be placed on an already overly burdened homeowner. Add to that the fact that our water pressure is frequently so slow we can't even get a glass of water without it taking what seems like eternity. If we are forced to pay extra high increases which we can ill afford, we should at least be afforded decent enough service to get bubbles in our dish water at night.

Forcing families who are already being hit hard by hurricane rate insurance premiums, high property taxes, and inflated property prices in the first place, is only going to make it that much more difficult for families to keep their properties in good condition and add to the demise of property values as people are forced to allow their lawns to die, leaving the sunshine state in a state of ugliness. Not only that, but our bills are already over $120.00/monthly. We can NOT afford the increases proposed that would bring our bills to triple their current amount. A water/sewage bill of over $360.00/monthly is simply not affordable.

Please consider the rates we are already being asked to shoulder as homeowners and decline these rate increases.

Re: Docket No. 060368-WS

Sincerely,

Sheila L Adams

Ms. Sheila Adams
628 Red Pepper Loop
Chuluota, FL 32766-6011

COVER LETTER

To: Florida Public Service Commission fax: 850-413-7118
Attention: **Kimberly**

From: Harold and Sue Miller fax 352-742-4670
27942 Tammi Drive
Tavares, FL 32778
Phone: 352/ 742-4670

Re: Docket No. 060368-WS
Application for increase in water and wastewater rates in Lake Co, FL
By Aqua Utilities Florida, Inc.

Date: April 25, 2007

Please place us on the mailing list of Docket # 060368-WS. We are interested and concerned customers in this matter.

Thank you.

One page to this fax.

RECEIVED-FPSC
07 APR 25 AM 11:48
COMMISSION
CLERK

Done
04/26/07
KMP

ORIGINAL

Jacob Pfau
2503 Loch Ness Ct
Leesburg FL 34788-7690

RECEIVED-FPSC
07 APR 25 AM 10:46
COMMISSION CLERK

DEAR COMMISSIONERS:

DOCKET NO. 060368-WS

WE NEED TO PROTEST THE WATER RATE INCREASE WHICH AQUA UTILITIES HAS ADVISED US THEY ARE REQUESTING.

WE ARE RETIRED AND ON A FIXED INCOME AND A RATE INCREASE OF THIS SIZE IS TOO MUCH. WE HAVE NO WAY TO INCREASE OUR INCOME TO MATCH ALL THE INCREASES WE ARE GETTING LATELY.

THIS WATER COMPANY GETS SOLD EVERY COUPLE OF YEARS, AND THE NEW OWNERS ALWAYS ASK FOR MORE MONEY SO THEY CAN PAY FOR WHAT THEY JUST BOUGHT. IN OTHER WORDS THEY EXPECT THE CUSTOMERS TO BUY THE WATER WORKS FOR THEM.

THEY MENTION THAT THEY HAVE SPENT $580,000 TO IMPROVE QUALITY AND RELIABILITY, BUT THE QUALITY HAS NOT IMPROVED IT HAS GOTTEN WORSE. WE CAN'T DRINK THE WATER AND NEED TO BUY BOTTLED WATER FOR DRINKING.

WE URGE YOU TO DENY THIS LARGE INCREASE. VOTE NO!!!

Jacob Pfau

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FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
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RECEIVED
APR 25 AM 8:45
COMMISSION
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4-21

ORIGINAL

Director of the Public Service Commission
Florida Public Service Commission

To whom it may concern -

I am writing this in response to the recent letter I received from Aqua Utilities (which I am enclosing). I am writing in protest of the proposed tripling of their rates as described in the letter. I am thankful that there is a government agency that oversees such services or I would truely be at the mercy of whatever they want to charge me/us. So I thank you for your attention to this matter.

Perhaps the best analogy I can use to explain their proposal is a business example. I work for a living, as I'm sure you do, too. Wouldn't it be wonderful if our paychecks increased about 50% next month & then about 200% shortly after that? And if that were seemingly to happen, then it would only give us the same ability to pay what Aqua Utilities is asking for. Does this make sense to you?

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Well, yes, real estate prices have gone up in the past few years considerably. But I don't see how that has any direct bearing on the value of services this company is providing (unless they expect me to move & someone far richer move here). But let's look at their rationale for the increase. Because of their capital improvement, they estimate a cost of $800/yr. to cover it (per customer). According to my calculations, that cost will be covered in the first year after this increase. What, I ask, do they intend to do with all that extra cash then? Nor does it even seem that upgrading its lift stations should be considered a big capital improvement. Do you think I ask my boss for a raise every time I want to upgrade my car a little?

It is true that I don't have the capacity to fully understand the situation here: I know when I moved here from Palatka (a few miles away) ten years ago, I had to pay about twice as much for these services than when I received them through the municipal system. I guess I expected to pay some more because it was a smaller system. They say the rates have not gone up at all in the past ten years. I can't say for sure if that is a fact.

And I suppose a high rate initially was designed to cover the initial costs. But I don't see that their costs have gone up much since then & is in fact insignificant compared to the "improvements" they are proposing. And I don't see how a business could operate for such a long time on a losing basis. So to me the 200% increase they are proposing is absolutely without reason.

I hope I have described to you our situation with Aqua Utilities so that you are able to understand it. I have faith that our government oversight of these utilities is also reasonable. Please understand that to the consumer, a 50% rate increase is a lot & needs to be justified, much less what they are proposing. I also realize that in many places in this world water & sewer availability are a real luxury, but I certainly hope that doesn't become the case here in Florida & in our little subdivision.

Respectfully yours,

Brian Sprenger

BRIAN SPRENGER
105 PALM TRAIL
EAST PALATKA, FL 32131
386-325-9535

ORIGINAL

RECEIVED
07 APR 25 AM 8:
COMMISSION
CLERK

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN PUTNAM COUNTY, FLORIDA BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring these systems in July 2004. Since then, the Utility will have invested approximately $180,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of more than $800 per customer. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the sewage treatment facility, as well as replacing deteriorating pipe that carries waste to the plant. The upgrades also include new security equipment at its treatment facilities to comply with federal regulations. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Putnam County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Putnam County Library
601 College Road
Palatka, Florida 32177
Phone: 386.329.0126

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – May 16, 2007 at 10:00 a.m. at the St. Johns Water Management District Resource Management Building, Rooms 136A&B, 4049 Reid Street, Palatka, Florida 32177, and May 16, 2007 at 6:00 p.m. at the City Commission Chambers, Gainesville City Hall, 200 E. University Avenue, Gainesville, Florida 32601.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

PALM PORT MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 12.57	$ 16.60	$ 34.17

	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	$ 4.43	$ 5.85	
< 6,001 (Residential)			$ 6.97
Over 6,000 (Residential)			$ 8.71

PALM PORT MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 20.28	$ 28.65	$ 66.10

	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	$ 8.26	$ 11.67	$ 18.71

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

AQUA

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

PRE-SORTED
FIRST CLASS
U.S. POSTAGE
PAID
AQUA UTILITIES
FLORIDA, INC.

19399

07 APR 25 AM 7:26

BRIAN SPRENGER
105 PALM TRL
EAST PALATKA, FL 32131-6158

32131\$6158 R001

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07 APR 23 PM 12:30
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CLERK

4-19-07

Docket No. 060368-WS

Public Service Commission

Everytime we turn around our water-sewer services have been changing hands back and forth. From Rosalie Oaks utilities to Aqua Source back to Rosalie Oaks utilities now back to Aqua utilities.

This last switch ended up costing me a extra payment. I have called and sent proof (cancelled check). They have never credited my account or acknowledge any of this.

Despite the claim that this utility is the first request since 2003, we have had some rate increases. If not from there then one of the other of the above.

We haven't been able to drink this water except through tea. We've bought bottled water to drink

Part of all we (the whole park) pay is suppose to go for keeping the lines updated and repaired.

Don't you think these people are getting

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enough from us.

If there is an increase then it should be very minimal.

We object to this increase.

Sincerely

The Alvin Jenkins family
12 Rosalie Oaks Blvd
Lake Wales, Fl. 33898-8446
(863-696-3039)

Alvin Jenkins
12 Rosalie Oaks Blvd
Lake Wales, Fl. 33898-8446

ORIGINAL

RECEIVED FPSC
07 APR 23 AM 9:58
COMMISSION CLERK

PSC

Sent: Wed, 18 Apr 2007 8:32 AM
Subject: Docket #060368-WS

To Whom It Does Concern:

Regarding Aqua Utilities Florida, Inc's April 11, 2007, proposal to dramatically increase water rates (docket #060368-WS), please consider the following: Since taking over from Swiderski, Aqua Utilities has repeatedly and persistently sneaked (snuck?) small rate increases into each monthly bill; and, now this avaricious, gluttonous corporation wants to TRIPLE water expenses.

This country is rapidly returning to the Feudal era, where the middle class is totally eliminated, and only Lords and serfs remain. The cost of living is going out of sight, and millions of people can no longer afford the outrageously-increasing prices of gas, food, milk, electricity, phone service, and now water. As is, orange juice, once a staple on breakfast tables, has become an extinct (unaffordable) reality, and powered milk (or other milk substitutes) has replaced gallons.

Middle Americans are faltering, health care is beyond reach, house foreclosures are epidemic, and no signs of reprieve are visible; and, now Aqua Utilities wants to increase monthly water fees, from under ten bucks a month to over thirty bucks a month.

Must we give up drinking water and showering too?

I suspect Aqua Utilities does not require any such rate increases as requested, but chose an outrageous amount, so the PSC can cut their request in half and still delight their ravenous greed.

Please, for the sake of life as we know it, tell these rapacious bastards to stick it, and refuse to give them anything more than a two or three percent increase, like the rest of us have to bear and accept.

Ralph Azuz

Ralph Azuz
04940 Picciola Road
Fruitland Park, Florida 34731

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RECEIVED-FPSC
07 APR 23 AM 9:55
COMMISSION CLERK
07 APR 23 AM 7:37
DISTRIBUTION CENTER

Jason & Laurie Eskew
319 Grey Owl Run
Chuluota, FL 32837
April 17, 2007

Director, Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

Reference: **Docket Number 060368-WS**

We would like to voice our opposition to the petition by Aqua Utilities Florida, Inc. The rate increases are outrageous.

Aqua utilities already charges much more than the other nearby utility services and an increase of this magnitude is a shock to say the least.. Our average monthly water bill for the past 12 months has been $193.10. Before we moved here our average monthly water bill was only $58.47 and the address for that property is only 6 miles away.

The table below shows the actual cost to our family for water and sewer service under the current, interim and proposed rates (taxes excluded).

Monthly Usage **25600** Gallons

	Current		Interim		Proposed Final	
Base Water		$ 10.25		$ 13.54		$ 27.42
Base Sewage		$ 22.01		$ 31.08		$ 67.14
Water Usage	0.00389	$ 99.58	0.00513	$ 131.33	0.00242	$ 14.52
					0.00302	$ 59.19
Sewage Usage	0.00801	$ 48.06	0.01132	$ 67.92	0.00781	$ 46.86
		$ 179.90		$ 243.87		$ 215.13
			Increase over current	**136%**	**Increase over current**	**120%**

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If there were an alternative service provider, we would have the benefit of price competition to help keep prices in check. Since Aqua Utilities is the sole service provider, we depend on the Public Service Commission to protect us from unreasonable service rates for basic services such as water and sewer.

Sincerely,

Jason Eskew

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RECEIVED
07 APR 23 AM 9:54
COMMISSION
CLERK

April 16, 2007

Director, Division of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

To Whom It May Concern:

Concerning Docket No. 060368-WS

I am writing to ask that Aqua Utilities not be granted the full increase in the water rates at this time. I am a winter resident at 235 Hermits Dr. Satsuma, FL. 32189 for about 6 to 8 months, but am concerned about the purity of our drinking water. Since we can't be there to attend the meeting, I am writing my concerns. Periodically, we receive letters stating the level of contaminates in the water, but that it shouldn't be a concern. There is so much chlorine in the water, that we installed a filter under the sink to remove it and hopefully some of the contaminates. I don't have a problem paying more for the water, providing it is good water. Most of the residents in this area are elderly, and are so concerned about the level of contaminates that they have resorted to buying bottled water. I would like to see the water cleaned up so everyone has peace of mind, before we have to pay more. It doesn't make sense, to pay more for water, then also pay for bottled water to drink. That seems like paying double. How do they justify such a high increase in rates, with such inferior water supply? Thank you for your time and effort looking into this mater.

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Winter Address:
235 Hermits Dr.
Satsuma, FL. 32189

Concerned Citizen,

Alford H. Rye

Alford H. Rye
9600 Plank Rd.
Maybee, MI. 48159

ROSALIE OAKS PROPERTY OWNERS ASSOCIATION
Frank Hodge, President
50 Rosalie Oaks Blvd, Lake Wales, FL 33898
863-696-2201

RECEIVED-FPSC
07 APR 23 AM 9:49
COMMISSION CLERK

April 20, 2007

Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

Re: Docket No. 060368-WS - Aqua Utilities Proposed Increase

Dear Director:

This subdivision was developed in 1974 as a retirement community. Ninety percent of the population are just that - retired on a fixed income. Many are widowed with only one Social Security check. Most of the mobile homes in here are old. Many of them as old as 1974 to 1985. At the time of development by Mr. Kessler, the water and sewer system were installed and maintained by him until he sold it in 1996 to Crystal River Utilities, alias Aqua Source, alias Aqua Utilities. Are there no requirements that money from profits have to be set aside for repairs? Why is it that when major repairs come along, utility companies start petitioning for the customers to cover the entire cost? Have they not saved any money along the way? People who work have to save money to repair their homes, repair and replace cars, replace furniture, plumbing bills, etc. No one is available to step up and cover their repairs and normal extraordinary expenses.

In this case, the utility company wants the customers to pay $122.33 per month base rate for water ($21.75) and sewer ($100.58). That's more than the electric bill! Base rate was $26.89 for both. Their interim rate already approved by the Public Service Commission and effective April 12, 2007 is $58.03 per month. That's already over a 100% increase! The **interim rate** for 12 months would be **$787.77**, not including taxes. That's more than property taxes and more than property insurance. And that's just the **interim** rate. When you consider what they are proposing as a final rate, it comes to **$1,467.96 per year**, not including taxes. That's a 220% increase. At that rate, since the repairs are only estimated at $2,200 per customer, we would be paying for these repairs, every three years for the rest of our lives. There has to be something illegal about that.

We would like to see this application by Aqua Utilities declined and the interim rate rolled back and made final to a reasonable increase of 50%, making it $40.33 per month, not to be increased again for 5 years. Wouldn't everyone like to get a 50% increase in their paycheck? If Social Security would go up 50%, we might be able to afford things like the electric bill, property insurance, property taxes, and even the water/sewer bill. But that's not likely. We cut back every way we can now. Turn our AC's up and sweat during the summer; turn the furnace down and freeze in the winter, try to flush the toilet only about every third time it's used. No matter what we do to try to make ends meet, someone is there after the grocery money.

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Frank Hodge, President Charles Bass, Trustee William Webb, Trustee

cc: Gov. Charlie Crist Congressman Adam Putnam Attny Gen Bill McCollum
Polk County Commissioners English, Wilkinson, Myers, Reed, Johnson

BEFORE THE PUBLIC SERVICE COMMISSION

INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN POLK COUNTY, FLORIDA BY AQUA UTILITIES FLORIDA, INC.

Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in March 1998, and this is the Utility's first rate request since acquiring these systems in August 2003. Since then, the Utility will have invested more than $430,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. This amount translates to a capital investment of approximately $2,200 per customer. Specifically, the Utility is upgrading lift stations that pump waste from collection points in the system to the sewage treatment facility, as well as replacing deteriorating pipe that carries the waste to the plant, as required by the Florida Department of Environmental Protection. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Polk County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Polk County Library
City Hall – 228 S. Massachusetts Avenue
Lakeland, Florida 33801
Phone: 863.834.6000

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearing – June 13, 2007 at 6:00 p.m., at the Lakeland City Commission Chambers, 3rd Floor, 228 S. Massachusetts Avenue, Lakeland, Florida 33801.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

ROSALIE OAKS MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 11.38	$ 25.28	$ 21.75

	Present Rates	Interim Rates	Proposed Final Rates
Total consumption			
< 5,001	$ 0.95	$ 2.13	$ -
5,001 to 10,000	$ 1.20	$ 2.68	$ -
Over 10,000	$ 1.46	$ 3.23	$ -
< 6,001 (Residential)			$ 2.84
Over 6,000 (Residential)			$ 3.55

ROSALIE OAKS MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 15.51	$ 32.75	$ 100.58

	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	1,000	1,000	6,000
Residential use to cap	$ 6.67	$ 14.09	$ 7.72

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552

ORIGINAL

RECEIVED FPSC 07 APR 23 AM 9:55 COMMISSION CLERK

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER RATES IN LAKE COUNTY, FLORIDA
BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring this system in July 2004. Since then, the Utility will have invested approximately $580,000 in your community's infrastructure through 2007 to improve the quality and reliability of water service. The upgrades include installing treatment equipment and making structural improvements to the water treatment plant, as well as replacing undersized and deteriorated water main to improve water quality and fire protection. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Lake County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Lake County Library
312 W. Main Street
Tavares, Florida 32778
Phone: 352.253.6180

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – June 27, 2007 at 10:00 a.m. and 6:00 p.m., at the Mount Dora Community Center Auditorium, 520 Baker Street, Mount Dora, Florida 32756.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

SILVER LAKE/WESTERN SHORES MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 7.64	$ 10.09	$ 21.38
3/4 inch	$ 11.48	$ 15.15	$ 32.07
1 inch	$ 19.12	$ 25.24	$ 53.45
1 1/2 inch	$ 38.24	$ 50.49	$ 106.89
2 inch	$ 61.18	$ 80.78	$ 171.02
3 inch	$ 122.36	$ 161.56	$ 342.05
4 inch	$ 191.19	$ 252.45	$ 534.45
6 inch	$ 382.36	$ 504.87	$ 1,068.90
8 inch	$ 611.78	$ 807.79	$ 1,710.24
10 inch	$ 879.44	$ 1,161.21	$ 2,458.47

	Present Rates	Interim Rates	Proposed Final Rates
Total consumption ,	$ 1.31	$ 1.72	
< 6,001 (Residential)			$ 2.27
Over 6,000 (Residential)			$ 2.84
Non-residential			$ 2.27

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5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

Dear Director See reverse side

AQUA.

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

PRE-SORTED
FIRST CLASS
U.S. POSTAGE
PAID
AQUA UTILITIES
FLORIDA, INC.

19399

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DISTRIBUTION CENTER

5-DIGIT 34788 0716
GENE COURSEN
11449 OCKLAWAHA DR
LEESBURG, FL 34788-4488

Dear Sir:

I find a 280% increase in water rates (based on existing 7.64) too be unexcusable. Their bases for the increase is mirtless. If you purchase a business or home with as many flaws as they claim needed to be fixed, wouldn't you negotiate that into the purchase price, don't pass it on too the customer for their mistake!

Don't forget to ask them for their correspondance to us as customers when they bought out Florida Water and said there would be no increased rates because the infastructure was in good shape.

Just say no!

Sincerely,

Gene Coursen
11449 Ocklawaha Dr.
Leesburg, Fl 34788

E. Coursen
11449 Ocklawaha Dr.
Leesburg, FL 34788-4488

ORIGINAL

Joint Application for Authority to Transfer Facilities of
Del Tura Phase I, LLC d/b/a Del Tura Utilities and Certificate No. 298-S
to North Ft. Myers Utility, Inc.,
Cancellation of Certificate No. 298-S, Amendment of Certificate No. 247-S, and
Limited Proceeding for Authority to Charge the Customers of Del Tura Utilities
the Authorized Rates, Fees and Charges of North Ft. Myers Utility, Inc.

RECEIVED
07 APR 23 AM 9:47
COMMISSION
CLERK

DOCKET NO. 060698-SU

Name CORNELIUS HENCHES

Address 739 VIA DEL SOL
NORTH FT. MYERS FL 33903

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

THE METHOD OF BILLING IS UNFAIR BASED ON WATER METER GALLONAGE USAGE USE OF OVER 3,000 GALLONS PER MONTH IS CAUSED WHEN WATER USED FOR CAR WASHING - WATERING LAWNS AND WASHING (PRESSURE) HOMES IS USED - THIS CAN OFTEN RUN WELL OVER 60,000 GAL PER MO IN DRY SEASONS. THIS WATER DOES NOT ENTER THE SEWER SYSTEM FOR PROCESSING DOES NOT ADD ANY COST TO THE UTILITY SYSTEM. IT DOES INVOLVE AN INCREASE OF 138.9% FROM THE CURRENT COST OF $22.16 PER MO TO 52.93 PER MO. EVEN ANY ADDITIONAL 2,000 GALLONS PER MO RESULTS IN A 45.2% INCREASE. THIS PLACES A BURDEN OF FIXED INCOME SENIORS

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Fold and tape -- see back for address

Mr. C. Henches, Jr.
739 Via. Del Sol
North Fort Myers, FL 33903-1533

FORT MYERS 339

19 APR 2007 PM 2 L

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

32399-0850 C001

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DISTRIBUTION CENTER
07 APR 23 AM 7:55

Tape

Fold Here

ORIGINAL

Mary Green
1509 High Ridge Rd.
Lake Worth, FL 33461-6056

060368

April 17, 2007

MARY GREEN
1509 HIGH RIDGE RD.
LAKE WORTH, Fl. 33460

RECEIVED-FPSC
07 APR 20 PM 12:04
COMMISSION CLERK

To:
FLORIDA Public SERV. COMMISSION
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0870

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION:

DEAR SIR:

I'M COMPLETED AGAINST ANY RATE INCREASES REQUESTED by: AQUA Utilities FLORIDA, INC.

REASONS: THIS COMPANY DOES NOT CARE About ANYTHING AND THEY DON'T PROVIDE ANY SERVICE AT ALL TO THEIR COSTOMERS !? WE HAVE BEEN TRYING TO GET THEM TO FIXE THE WATER PROBLEM WE HAVE AT THEIR WATER METER FOR TWO YEARS !!! Without ANY RESULTS ! No body EVER SHOWS UP ! WE EVEN SENT A letter to THE PRESIDENT OF THE COMPANY MR. JOHN LIHVARCIK - MAKING HIM AWARE OF OUR PROBLEM - WE NEVER GOT AN ANSWER !?

OUR PROBLEM: VERY little WATER COMES to THE HOUSE - NO WATER PRESURE AT All ! NO ENOUGH WATER to TAKE A SHOWER OR FLUSH A Toilet ! WE HAVE GIVEN UP... WE HAVE put THE HOUSE UP FOR SALE.

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NEXT PAGE PLEASE

CAN YOU PLEASE HELP US OUT.
CAN YOU GET AQUA UTILILITIES FL. INC.
TO FIXE THEIR WATER PIPE AND
REPLACE THEIR WATER METER.
"WE NEED WATER - WE LIVE IN THE
UNITED STATES NOT IN NICARAGUA OR
BANGLADESH FOR THAT MATTER"
WE THANK YOU ALL FOR ANY ASSISTANCE
THAT YOU CAN GIVE US.

Mary Green

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER RATES IN PALM BEACH COUNTY, FLORIDA
BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water base rate increase occurred in December 1996, and this is the Utility's first rate request since acquiring this system in August 2003. Since then, the Utility will have invested approximately $22 million in its Florida infrastructure through 2007 to improve the quality and reliability of water and wastewater services. Specifically in Palm Beach County, the Utility's capital improvements include water treatment plant upgrades, tank rehabilitation, and the replacement of undersized and deteriorating pipe to address water quality, water pressure and service reliability issues. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Palm Beach County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Palm Beach County Library
3650 Summit Boulevard
West Palm Beach, Florida 33406
Phone: 561.233.2600

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearing – May 11, 2007 at 10:30 a.m., at the Green Acres Branch, Palm Beach County Library System, 3750 Jog Road, Green Acres, Florida 33467.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

LAKE OSBORNE ESTATES MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 4.23	$ 8.22	$ 24.05
3/4 inch	$ 6.33	$ 12.32	$ 36.08
1 inch	$ 10.58	$ 20.57	$ 60.14
1 1/2 inch	$ 21.14	$ 41.10	$ 120.27
2 inch	$ 33.83	$ 65.77	$ 192.44
3 inch	$ 67.66	$ 131.54	$ 384.88
4 inch	$ 105.71	$ 205.53	$ 601.37
6 inch	$ 211.42	$ 411.07	$ 1,202.75
8 inch	$ -	$ -	$ 1,924.40
10 inch	$ -	$ -	$ 2,766.32
	Present Rates	**Interim Rates**	**Proposed Final Rates**
Total consumption	$ 2.03	$ 3.94	
< 6,001 (Residential)			$ 2.68
Over 6,000 (Residential)			$ 3.35
Non-residential			$ 2.68

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

AQUA

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

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AQUA UTILITIES
FLORIDA, INC.

19399

2540 SHUMARD
OAK BL.

7-800
511-0809

MARY GREEN
1509 HIGH RIDGE RD
LAKE WORTH, FL 33461-6056

33461$6056 C031

060368

Hartley C. Turner
35040 Raintree Dr.
Fruitland Park, FL 34731-6028

ORIGINAL

RECEIVED
07 APR 20 PM 3:04
COMMISSION
CLERK

APR 20 2007

April, 18 2007

Sir:

this letter is in regard to application for rate increase in Water & Wastewater rates in Lake Co. By aqua utilities Florida, Inc. Issued on April 11, 2007.

Their claim of investing $315,000 in Our community (Kings Cove) this amount translates to about $750.00 per Household so they say, Hard to believe. The only improvement We have seen out here is a new fence around their property.

Our Water hasn't improved any, the Water pressure is excessive most of the time in excess of 65# as I have pressure gauge on my Septic. Have Called Various times in regard to it

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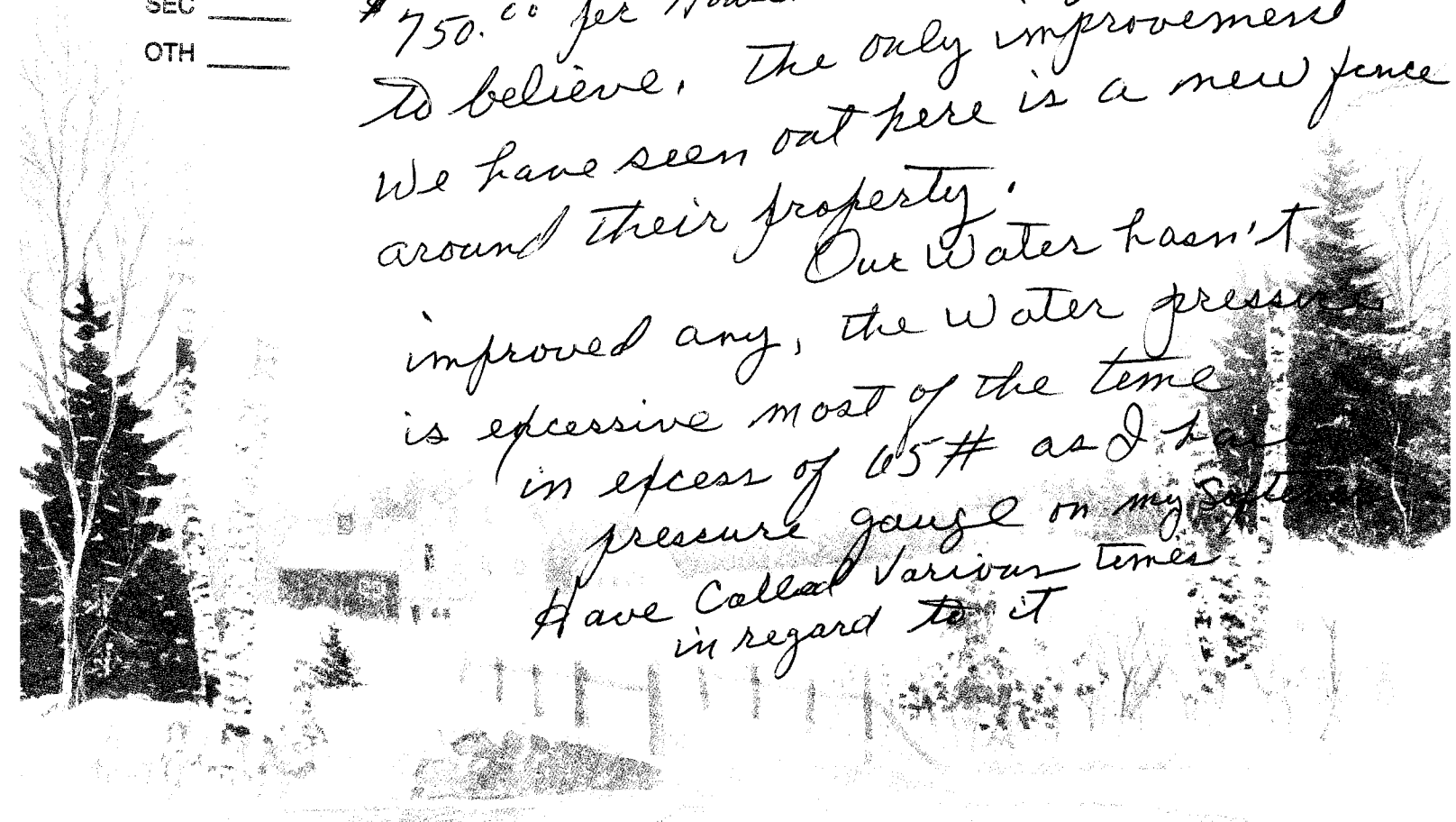

The majority of the citizens in this Community think the rate increase is excessive and shouldn't be that high.

Thanks for your Coperation

Mr. Hartley Turner

APR 20 2007

ORIGINAL

RECEIVED - FPSC

07 APR 20 AM 9:24

COMMISSION
CLERK

4/17/2007

Director, Division of the Commission Clerk & Adm. Services
Florida Public Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0870

Re: Docket #060368 – WS

Aqua America, Inc. is requesting another rate hike for the homeowners in Chuluota, FL. Their request notification states that they haven't raised rates since 1996, when in fact, they have raised their water rates almost every year. Now they are requesting a rate increase for their basic water and sewer service.

I respectfully ask that you decline the excessive rate increase that they are requesting. Their current rates exceed Oviedo's rate by almost three times. Oviedo, FL. is adjacent to Chuluota, FL. Aqua Utilities water doesn't meet the EPA standards. We currently pay over $100 a month for their water and sewer service each month and the new requested rates could bring our water bill to over $300 A MONTH!

Please decline their excessive rate increase request.

Thank you.

Mr. and Mrs. Rod Santomauro
492 Osprey Lakes Circle
Chuluota, FL 32766

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DISTRIBUTION CENTER
07 APR 20 AM 7:37

ORIGINAL

DISTRIBUTION CENTER
07 APR 20 AM 7:37

April 16, 2007

Director, Division of the Commission Clerk and Administrative Services
Florida Public Services Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

RECEIVED FPSC
07 APR 20 AM 9:23
COMMISSION CLERK

RE: Docket Number 060368-WS

Mr. Director,

I am writing this to strongly oppose the amount of the "proposed final rates" in the brochure I received on this date.

I have lived at my current address for over 24 years, and while the water rates have gone up at a measured pace, this increase does not fit into the category of "measured", in any way.

While I certainly know costs have risen, over doubling of the rates is not understandable in the least. I believe it would create an unnecessary hardship on many of my neighbors, as well as me and my family.
I would not be opposed to the raising of rates to the "interim level" as listed in the brochure, as these increases seem reasonable.

If you have any questions, please contact me.

Yours truly,

Gary A. Lombardi
140 Quailwood Drive
Winter Haven, Florida 33880
863-965-1775 or 863-521-2438

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Gary A. Lombardi
P.O. Box 1865
Auburndale, Florida 33823

ORIGINAL

DISTRIBUTION CENTER
07 APR 20 AM 7:30

Director, Division of the Commission Clerk and
Administrative Services
dear Sirs;
In Regards to docket number 060368
please be aware of the area
of populace you are dealing with.
These are not nice new ~~not~~ homes
are even older houses this
subdivision is a very old Sub-
division of mostly Old House
trailers that we call home.
You are dealing with a very
poor class of people of which
we are one family on Social
Security. I could understand
an increase even as much
as 50% but this is 400% increase
that Aqua Water is asking
for. No one will be attending
the meetings not out of interest
as you may think but because
the meetings Aqua Water
set up are too far away

RECEIVED FPSC
07 APR 20 AM 9:21
COMMISSION CLERK

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and many wouldn't be able to afford the price of gas to attend the Meetings if they have cars.

This amount of increase if passed could bring hardship on many of us older residents. Thank you for your kind consideration.

Very respectifully
Thomas and Evelyn Shelty
Oakwood Subdivision
Mimosa, Al 35754

[redacted]

ORIGINAL

DISTRIBUTION CENTER
07 APR 20 AM 7:26

Director, Division of the Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Re: Docket Number 060368-WS

I just received the notice from my water company, Aqua Utilities Florida, Inc. that informs me my water rates have doubled (interim rates) and that they are asking for an increase that will increase my water bill by 600%. I know that my water company is owned for profit by out of state interests, and so I am hoping that you will stand up forcefully to protect the interests of the people who live in my community and fight this rather outrageous increase. Water is a necessity, and there is no competition involved, so we the consumer cannot go elsewhere. The owners of Aqua Utilities do not need to become wealthy on our need for water. Please protect us, who have absolutely no way of protecting ourselves.

Increasing our cost for water by 600% would strain the people of the neighborhood we live in, which is made up of working class families and retirees. Our property taxes have doubled and tripled for anyone not lucky enough to have owned their homes for thirty years, other costs of living have all increased dramatically. We really can't live without water, and have no other source for getting it, so this monopoly is proposing to multiply our rates by six and we will have no choice. We don't live on large estates with golf courses and horse pastures. We all have small lots and small lawns. This increase seems unfair and unjust. I hope this letter will have some effect on your decision to allow the water we drink to be made so expensive that it will be difficult for many to afford. Water is a necessity. We shouldn't have to make some out-of-towners richer than they already are. If the owners of the utility lived in our neighborhood it would be a lot easier to take, but then I doubt we would be being threatened with this kind of hike.

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Sincerely,

Jeanne Galligan

Jeanne Galligan
5234 Lake Osborne Dr.
Lake Worth, Fl 33461

Cc: state representatives, Governor Christ, and other legislators.

RECEIVED-FPSC
07 APR 20 AM 9:21
COMMISSION CLERK

Kurt Johnsen
5234 Lake Osborne Dr.
Lake Worth, FL 33461

060368-WS

T. Conrad
1212 Katherine Ct.
Lake Worth Fl 33461

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07 APR 19 AM 10: 19
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DIRECTOR, DIVISION
OF THE COMMISSION CLERK
AND ADMINISTRATIVE SERVICES
FLA. PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FLA. 32399-0870

APRIL 16, 2007

DISTRIBUTION CENTER
07 APR 19 AM 7:01

RE: DOCKET NO. 060368-WS: DIRECTOR OF PROGRAMS

THIS LETTER IS IN RESPONSE TO THE PROPOSED WATER RATE INCREASE IN PALM BEACH COUNTY. I LIVE AND OWN A HOME IN LAKE OSBORNE ESTATES. I AM DISABLED FROM A CANCER ILLNESS AND ONLY RECEIVE $570.00 mo. FROM SOCIAL SECURITY DISABILITY. I CAN NOT REALLY AFFORD TO PAY MY WATER BILL AT THIS TIME, PRIOR TO THE PROPOSED RATE INCREASE. FROM THE RATE INCREASE, I WILL HAVE TO PAY 2-3 TIMES MORE THAN WHAT I AM PAYING NOW. WHICH CREATES A FINANCIAL HARDSHIP FOR ME. I AM NOT ABLE TO WORK AND EARN MONEY, I HAVE NO MEANS OF PAYING THESE ADDITIONAL FUNDS. I WOULD LIKE TO PROPOSE TO YOUR ADMINISTRATION AND COMMITTEE: THE POSSIBILITY OF OFFERING A DISABILITY DISCOUNT TO INDIVIDUALS ON SOCIAL SECURITY DISABILITY WHO CAN NOT AFFORD TO PAY THIS RATE INCREASE. A PROGRAM SIMILAR TO THE "LIFLINE TELEPHONE ASSISTANCE PROGRAM", WHICH OFFERS A $13.00 SUBSIDY PAYMENT BY THE STATE, PLEASE CALL ME AT (561) 261-7210 * [illegible] IRELENE CONRAD [illegible] (SON)

[redacted]

DIRECTOR, APRIL 15, 2007

DIVISION OF THE COMMISSION CLERK AND
ADMINISTRATIVE SERVICES ,
FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD,
TALAHASSIE, FL., 32399-0870

RE: DOCKET NUMBER NO. 060368 - WS

DEAR SIR :

THIS APPLICATION FOR AN INCREASE IN WATER RATES IN HIGHLANDS COUNTY BY AQUA UTILITIES FLORIDA , INC. ISSUED APRIL 11TH, 2007 REQUESTS A THREE FOLD INCREASE IN THE WATER RATES IN THE SMALL SERVICE AREA OF LAKE JOSEPHINE WHICH WAS BOUGHT OUT FOUR YEARS AGO FROM SMALL LOCAL COMPANY.

THIS LOCAL COMANY HAS TWO WELLS AND IN NO WAY WOULD EVER REQUIRE THE LARGE AMOUNT OF $630,000 FOR IMPROVEMENTS. I KNEW THE PREVIOUS OWNER WELL . I AM OWNER OF THE IRON HORSE RANCH AT LAKE JOSEPHINE IN SEBRING , FLORIDA OVER TWENTY YEARS.

ALTHOUGH NOW RETIRED AS PROFESSIONAL ENGINEER AND GENERAL MANAGER OF MULTIMILLION PROJECTS I STRONGLY REQUEST THAT THIS REDICULOUS THREE FOLD INCREASE BE DECLINED BY THE COMMISSION AS CONFISTATORY AND UNNECESSARY.

FRANK HUTCHINS, P.E., E.E., M.E.

NOTICE TO CUSTOMERS ENCL.

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BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER RATES IN HIGHLANDS COUNTY, FLORIDA
BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water base rate increase occurred in June 1999, and this is the Utility's first rate request since acquiring this system in August 2003. Since then, the Utility will have invested more than $630,000 in your community's infrastructure through 2007 to improve the quality and reliability of water service. This amount translates to a capital investment of more than $1,100 per customer. Specifically, the Utility is constructing a booster pumping station and two 40,000-gallon storage tanks to address water pressure issues and to improve fire protection. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Highlands County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Highlands County Library
319 W. Center Avenue
Sebring, Florida 33870
Phone: 863.402.6716

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearing – June 13, 2007 at 10:00 a.m., at the Highlands County Administration Bldg., Board Chambers (Room B104), 600 Commerce Street, Sebring, Florida 33871.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

LAKE JOSEPHINE MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 9.11	$ 12.44	$ 28.82
3/4 inch	$ 13.68	$ 18.67	$ 43.23
1 inch	$ 22.76	$ 31.08	$ 72.05
1 1/2 inch	$ 45.55	$ 62.20	$ 144.10
2 inch	$ 72.89	$ 99.51	$ 230.56
3 inch	$ 145.78	$ 199.04	$ 461.13
4 inch	$ 227.76	$ 310.99	$ 720.51
6 inch	$ 455.53	$ 621.97	$ 1,441.02
8 inch	$ -	$ -	$ 2,305.63
10 inch	$ -	$ -	$ 3,314.34

	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	$ 1.74	$ 2.38	
< 6,001 (Residential)			$ 5.71
Over 6,000 (Residential)			$ 7.14
Non-residential			$ 5.71

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

AQUA

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

PRE-SORTED
FIRST CLASS
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AQUA UTILITIES
FLORIDA, INC.

19399

SCH 5-DIGIT 33872 059
FRANK HUTCHINS
2034 LAKE JOSEPHINE DR
SEBRING, FL 33875-6419

To Whom It May Concern regarding docket no. 060368-WS,

Since residents have nicknamed the water provided by **Aqua Utilities "Aqua Gold"**, imagine my surprise at the proposal that rates be *increased.* We pay some of the highest rates in Florida when you consider not only the base rates, but the per gallon charges. I see they don't provide in their notice how often they have had increases in the per gallon charge, but since 2004 it has been every year.

Sick of over **200.00 dollar water bills**, our family decided to invest in our own infrastructure and had a **lake water irrigation** system put in to reduce our water bills. Others in our neighborhood have had wells drilled. Enclosed is a copy of our recent bill. Notice the extraordinary **drop** in usage from March '06. It has worked. Our recent water bill was just under **77.00 dollars.**

I imagine that Aqua Utilities has seen enough of a drop in per house usage to prompt this plea for an increase. If their rates had been reasonable to begin with, they might not have seen such creativity applied to conserving the "Aqua Gold".

To add insult to injury, as a pregnant woman the water they provide may not be safe for me to drink from the tap. They have failed to meet the guidelines for TTHM's for over 5 quarters. And they want me to pay more for their water now?

There is a moral limit to the amount a Utility can charge for life necessities, and I believe Aqua Utilities is close to that limit with their current and their interim rates. To make each household pay **94.56 per month before a drop of water is used** is unethical.

In closing, I could tolerate a compromise with Aqua Utilities that allowed the interim rate to remain in effect and institute small yearly increases, say under 5%. I will not be their cash cow.

Our Monthly Water rate
10.25 Current
13.54 Interim
27.42 Proposed – 267 % Increase? Outrageous.

Our Monthly Sewer rate
22.01 Current
31.08 Interim
67.14 Proposed – 305 % Increase? Highway Robbery.

Please say no to the change. Don't let them take advantage of your residents.

Sincerely,

Diana Berkey
288 Osprey Lakes Cir. Chuluota, FL 32766 / 407-677-5019 / dianaberkey@cfl.rr.com

DISTRIBUTION CENTER
07 APR 19 AM 7:03

RECEIVED & FILED
07 APR 19 AM 9:18
COMMISSION CLERK

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BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN SEMINOLE COUNTY, FLORIDA BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring these systems in July 2004. Since then, the Utility will have invested more than $5 million in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater service. This amount translates to a capital investment of more than $2,600 per customer. The Utility has expanded the wastewater treatment plant's capacity to handle increasing demand, as required by the Florida Department of Environmental Protection. In addition, the Utility has replaced deteriorating pipe that carries waste from collection points in the system to the sewage treatment facility. For your water system, the upgrades include rehabilitating a worn-out storage tank and improving the treatment system's disinfection process to enhance water quality. The Utility is also upgrading electrical systems at the water treatment plant and replacing undersized and deteriorated water main to improve water quality and fire protection. In addition, the St. Johns River Water Management District is requiring the Utility to conduct a feasibility study about the present and future effects of withdrawing water from the Floridian Aquifer. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Seminole County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Seminole County Library
1101 E. First Street
Sanford, Florida 32771
Phone: 407.665.0311

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearing – June 26, 2007 at 10:00 a.m., at the Deltona Commission Chambers, Municipal Complex, 2345 Providence Boulevard, Deltona, Florida 34654.
Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

CHULUOTA MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 10.25	$ 13.54	$ 27.42
3/4 inch	$ 15.39	$ 20.33	$ 41.13
1 inch	$ 25.64	$ 33.85	$ 68.56
1 1/2 inch	$ 51.29	$ 67.73	$ 137.11
2 inch	$ 82.07	$ 108.37	$ 219.38
3 inch	$ 164.14	$ 216.72	$ 438.75
4 inch	$ 256.46	$ 338.63	$ 685.55
6 inch	$ 512.93	$ 677.28	$ 1,371.10
8 inch	$ 820.69	$ 1,083.64	$ 2,193.77
10 inch	$ 1,179.75	$ 1,557.74	$ 3,153.54

	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	$ 3.89	$ 5.13	
< 6,001 (Residential)			$ 2.42
Over 6,000 (Residential)			$ 3.02
Non-residential			$ 2.42

CHULUOTA MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 22.01	$ 31.08	$ 67.14
3/4 inch	$ 33.03	$ 46.65	$ 100.71
1 inch	$ 55.03	$ 77.73	$ 167.85
1 1/2 inch	$ 110.05	$ 155.43	$ 335.71
2 inch	$ 176.09	$ 248.71	$ 537.13
3 inch	$ 352.17	$ 497.41	$ 1,074.26
4 inch	$ 550.28	$ 777.21	$ 1,678.53
6 inch	$ 1,100.56	$ 1,554.41	$ 3,357.06
8 inch	$ 1,760.89	$ 2,487.06	$ 5,371.30
10 inch	$ 2,531.29	$ 3,575.16	$ 7,721.24

	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	$ 8.01	$ 11.32	$ 7.81
Non-residential	$ 9.60	$ 13.55	$ 9.38

AQUA

Service To:
DIANNA BERKEY
288 OSPREY LAKES CIR
CHULUOTA, FL 32766-6664
Lot: 0009000 Block:

Account Number
000894188 0637165
CHULOTA

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
March 23, 2007	**$ 76.07**	**April 16, 2007**

Meter Data

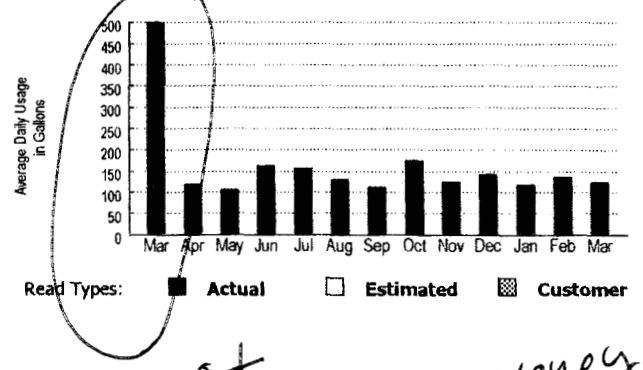
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78362699	5/8	03/21/07	28	Actual	259600	3,600	Gallons
		02/21/07		Actual	256000		

Average Daily Usage = 128 Gallons Total Days: 28 Total Usage: 3,600 Gallons

Billing Detail

Amount Owed from Last Bill		$ 80.89
Total Payments Received		80.89
Balance		**0.00**
Water Base Facility Charge	10.25	
3,600 gallons @ $0.00389 per gallon	14.00	
Current Water Charges		24.25
Sewer Base Facility Charge	22.01	
3,600 gallons @ $0.00801 per gallon	28.84	
Current Sewer Charges		50.85
Utility Tax		0.97
Amount Due 04/16/07		**$ 76.07**

Water Usage History



$ 200.00+
They are getting less money.

Message Center

1336456

FL3590186

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Service To:

RECEIVED FPSC
07 APR 19 AM 9:15
COMMISSION CLERK

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

For Aqua Utilities Florida Customers in Chuluota (PWS # 3590186)

The Chuluota water system routinely monitors for the presence of drinking water contaminants. Test results from monitoring conducted during the past four quarters through the third quarter 2006 (8/4/06) showed that our system exceeded the U.S. Environmental Protection Agency (EPA) standard, or maximum contaminant level (MCL), for total trihalomethanes (TTHMs). The MCL for TTHMs is 80 micrograms per liter (ug/L). The running annual average (RAA) level of TTHMs for the last four quarters was 135.5 ug/L. Based on these results, an MCL violation continues to exist as indicated in the table below.

SAMPLE DATE	*TTHM (ug/L)*	*RAA (ug/L)*
Fourth Quarter 2005 12/30/05	*123.1*	
First Quarter 2006 3/9/06	*114.8*	***104.768***
Second Quarter 2006 5/16/06	*176.8*	***148.988***
Third Quarter 2006 8/4/06	*127.3*	***135.5***

Although this is not an emergency, as our customer, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

What should I do? You do not need to use an alternative (e.g., bottled) water supply or boil your water. However, if you have specific health concerns, consult your doctor. Because some research suggests a possible connection between high levels of TTHMs and pregnancy problems, women of childbearing age may wish to seek alternative water sources. Customers who are concerned about exposure to TTHMs can choose alternative sources of water (e.g. bottled water) or use a home water treatment device, such as a "flow through" pitcher, certified by NSF for reducing TTHMs. (Contact NSF at 1-800-673-6275 or http://www.nsf.org.)

What does this mean? This is not an immediate risk. If it had been, you would have been notified immediately. Disinfectants combine with naturally occurring organic and inorganic matter in water to form chemicals called disinfection byproducts (DBPs), including TTHMs. The EPA sets standards for controlling the levels of disinfectants and DBPs in drinking water. ***Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys or central nervous system, and may have an increased risk of getting cancer.***

What happened? What is being done? When will the problem be corrected?

Aqua Utilities Florida is currently developing modifications to the disinfection process at the treatment plants to reduce TTHM levels. These improvements will be made after necessary permits and approvals are obtained. Meanwhile, interim measures have been taken to reduce THM levels. We will continue quarterly testing and notify you of our progress and future results until the RAA is below the MCL and compliance is achieved.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

For Aqua Utilities Florida Customers in Chuluota (PWS # 3590186)

The Chuluota water system routinely monitors for the presence of drinking water contaminants. Test results conducted during the past four quarters through the forth quarter 2006 (November 16, 2006) showed that our system exceeded the U.S. Environmental Protection Agency (EPA) standard, or maximum contaminant level (MCL), for total trihalomethanes (TTHMs). The MCL for TTHMs is 80 micrograms per liter (µg/L). The running annual average (RAA) level based on test results of the last four quarters was 141.6 µg/L. The table below shows the quarterly test results for TTHMs (second column) and the RAA (third column).

SAMPLE DATE		*TTHM (µg/L)*	*RAA (µg/L)*
First Quarter 2006	*3/9/2006*	*114.8*	***104.7***
Second Quarter 2006	*5/16/2006*	*176.8*	***148.9***
Third Quarter 2006	*8/4/2006*	*127.3*	***135.5***
Forth Quarter 2006	*11/16/2006*	*147.6*	***141.6***

Although this is not an emergency, as our customer, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

What should I do? You do not need to use an alternative (e.g., bottled) water supply or boil your water. However, if you have specific health concerns, consult your doctor. Because some research suggests a possible connection between high levels of TTHMs and pregnancy problems, women of childbearing age may wish to seek alternative water sources. Customers who are concerned about exposure to TTHMs can choose alternative sources of water (e.g. bottled water) or use a home water treatment device, such as a "flow through" pitcher, certified by NSF for reducing TTHMs. (Contact NSF at 1-800-673-6275 or http://www.nsf.org.)

What does this mean? This is not an immediate risk. If it had been, you would have been notified immediately. Disinfectants combine with naturally occurring organic and inorganic matter in water to form chemicals called disinfection byproducts (DBPs), including TTHMs. The EPA sets standards for controlling the levels of disinfectants and DBPs in drinking water. Some people who drink water containing trihalomethanes in excess of the MCL over many years might experience problems with their liver, kidneys or central nervous system, and might have an increased risk of getting cancer.

What happened? What is being done? When will the problem be corrected?

Aqua Utilities Florida submitted plans to the Florida Department of Environmental Protection (DEP) on December 11, 2006 to modify the disinfection process at the treatment plants to reduce TTHMs. The work is being bid and will begin as soon as we receive the DEP permits. We will continue quarterly testing and will notify you of our progress and future results until the RAA is below the MCL.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please contact:

Responsible Person Patrick Farris	System Name Chuluota Water System	Aqua Utilities Florida (Street) P.O. Box 490310
Phone Number (352) 787-0980	System PWSID # FL3590186	Aqua Utilities Florida (City, State, Zip) Leesburg, FL. 34749

ORIGINAL

RECEIVED 07 APR 18 AM 9:39 COMMISSION CLERK

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN PASCO COUNTY, FLORIDA BY AQUA UTILITIES FLORIDA, INC.
Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water and wastewater base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring this system in July 2004. Since then, the Utility will have invested more than $240,000 in your community's infrastructure through 2007 to improve the quality and reliability of water and wastewater services. The upgrades include installation of a new water supply well, which will eliminate the need to purchase water from Pasco County and reduce the water system's costs. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Pasco County Library – Regency Park Branch as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Pasco County Library – Regency Park Branch
9701 Little Road
New Port Richey, Florida 34654
Phone: 727.861.3049

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings – June 13, 2007 at 6:00 p.m., at the Lakeland City Commission Chambers, 3rd Floor, 228 S. Massachusetts Avenue, Lakeland, Florida 33801, and June 20, 2007 at 10:00 a.m. and 6:00 p.m., at the West Pasco Government Center, County Commission Board Room (Suite 160), 7530 Little Road, New Port Richey, Florida 34654.

Final hearings – October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

4. Listed below are the Utility's present and interim rates and proposed final water and wastewater rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

ZEPHYR SHORES MONTHLY WATER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 6.30	$ 6.53	$ 18.52
3/4 inch	$ 9.47	$ 9.63	$ 27.78
1 inch	$ 15.76	$ 15.80	$ 46.30
1 1/2 inch	$ 31.51	$ 31.24	$ 92.60
2 inch	$ 50.43	$ 49.78	$ 148.16
3 inch	$ 100.84	$ 99.20	$ 296.33
4 inch	$ 157.58	$ 154.81	$ 463.01
6 inch	$ 315.14	$ 309.26	$ 926.03
8 inch	$ 504.23	$ 494.61	$ 1,481.65
10 inch	$ 724.83	$ 710.85	$ 2,129.87

	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	$ 5.03	$ 5.28	
< 6,001 (Residential)			$ 3.93
Over 6,000 (Residential)			$ 4.92
Non-residential			$ 3.93

ZEPHYR SHORES MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	$ 11.39	$ 16.09	$ 16.90
3/4 inch	$ 17.08	$ 24.13	$ 25.35
1 inch	$ 28.48	$ 40.22	$ 42.25
1 1/2 inch	$ 56.93	$ 80.41	$ 84.50
2 inch	$ 91.11	$ 128.68	$ 135.20
3 inch	$ 182.22	$ 257.36	$ 270.40
4 inch	$ 284.72	$ 402.13	$ 422.50
6 inch	$ 569.41	$ 804.23	$ 845.00
8 inch	$ 911.08	$ 1,286.80	$ 1,352.00
10 inch	$ 1,309.66	$ 1,849.75	$ 1,943.49

	Present Rates	Interim Rates	Proposed Final Rates
Residential Gallonage Cap	6,000	6,000	6,000
Residential use to cap	$ 9.54	$ 13.47	$ 5.84
Non-residential	$ 11.46	$ 16.19	$ 7.01

5. The Utility has requested a change in its Service Availability Charges as part of its rate request. The Commission will be reviewing the Utility's Service Availability Charges in the pending case under Docket No. 060368-WS, and the Commission may adjust those charges if the Commission deems that appropriate.

6. Any written comments regarding the Utility's service or the proposed rates and charges should be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870 and should identify the Docket Number assigned to the proceeding. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 800.342.3552.

I really question this hike in Rates when the people behind us pay about 50% less for their water bill than we do. If we pay $60.00 per month they pay about $30.00 Why? I think the Public Service Commission of the State of Florida should do it job and protect the tax payers of Florida and not big companies that are ripping off the public. Why should we pay more for a company that is over

AQUA.

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748

PRE-SORTED
FIRST CLASS
U.S. POSTAGE
PAID
AQUA UTILITIES
FLORIDA, INC.

19399

SCH 5-DIGIT 33541 269
KEITH VARDAMAN
4924 BRITNI WAY
ZEPHYRHILLS, FL 33541-7312

So poorly run they can't even read meters correctly. We were not here and were charge 2 to 3 times what we use when we are here. Why? So they estimated the bill but why such a high estimate why not what we would normally use in a given month.

Keith Vardaman
4924 Britni Way Lot #75
~~Britni W~~
Zephyrhills Fl. 33541

1-813-780-2395 Home
813-545-2395 cell

Janet Vardaman
4924 Britni Way
Zephyrhills, FL 33541-7312

ORIGINAL

RECEIVED FPSC
07 APR 18 AM 10:58
COMMISSION CLERK

DISTRIBUTION CENTER
07 APR 18 AM 8:22

Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0870

14 April, 2007

Re: Docket # 060368-WS

Dear Sirs:

I am writing to express my disgust regarding the proposed price increases set forth by Aqua Utilities Florida, Inc. This utility has arbitrarily imposed a 25% increase on our monthly water rates and a 30% increase in monthly sewer rates (new Interim Rate, effective immediately). ***This utility is asking for a proposed final rate increase of 267% on the monthly water rate and an enormous 305% rate increase on monthly sewer rates***. These increase places an undue financial burden on this Seminole County taxpayer and other taxpayers in the Chuluota community.

Typically – our monthly water bill averages $137 and the new mandated interim rate pushes our monthly water bill in excess of $183. Simply put - is rate gouging and Aqua Utilities is taking advantage of the fact that there are no other service providers in the Chuluota area. I know this excessive since I have paid an Orange County Utilities water bill for fifteen years that averaged $68 and with the implementation of the mandated interim rates – we are now paying triple the amount that the average Orange County citizen pays for water and waste.

One point worth noting – Aqua Utilities is owned by an out of state company – located in Bryn Mawr, PA. Wouldn't be in the best interests of the residents of Chuluota, FL and in the best interests of the FL Public Service Commission to regulate a locally owned and operated utility licensed in FL and not an absentee owner operating from out of state???

Please **DO NOT ALLOW** the proposed final rates to become effective. Small increases (less that 25%) are to be expected and are a part of normal business operations. Increases of this nature are somewhat acceptable, but not welcomed. Rate increases in the 250%-300% range are simply bad for the general public, bad for the residents of Chuluota and bad for Floridians.

Sincerely,

Joseph C. Gibbons

Joseph C. Gibbons
182 Velveteen Place
Chuluota, FL 32766-6022

CC: Central Florida New 13
20 North Orange Ave, Suite 13
Orlando, FL 32801

Aqua Utilities Account # 000889929 0633171

JOSEPH C. GIBBONS
SHIRLEY M. GIBBONS
182 VELVETEEN PL
CHULUOTA, FL 32766

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

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Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Seminole County Library
1101 E. First Street
Sanford, Florida 32771
Phone: 407.665.0311

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10 inch	$ 1,179.75	$ 1,557.74	$ 3,153.54
	Present Rates	Interim Rates	Proposed Final Rates

CHULUOTA MONTHLY SEWER RATES

Meter Size	Present Rates	Interim Rates	Proposed Final Rates
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6 inch	$ 1,100.56	$ 1,554.41	$ 3,357.06
8 inch	$ 1,760.89	$ 2,487.06	$ 5,371.30
10 inch	$ 2,531.29	$ 3,575.16	$ 7,721.24

ORIGINAL

April 12 2007

060368-WS

07 APR 18 AM 10:56
COMMISSION CLERK

To whom it may Concern

I got a Notice today my Water rates are going up by Aqua Utilities Fl. Inc.

I am 80 yrs old on a low income. Having hard Work to make my Utilities bills now.

I take a shower once a wk. Sponge bath daily. Wash clothes once wkly. flush toilet only when necessary. use paper plates & cups.

Don't have flowers around anyone to pour water.

Since have to buy my drinking Water this Water isn't fit to drink.

So guess I will have to sell my home. No one wants to buy in here when they hear about cost of Water.

Then when I visit my Children 3-4 months in Summer you since have to pay Water Sewer when you not using it.

Sincerely
Betty Randall

CMP ____
COM ____
CTR ____
ECR 1
GCL 1
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
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R
Ms. Betty Randall
11559 County Road 678
Webster, FL 33597-7618

ORIGINAL

RECEIVED FPSC
07 APR 18 AM 10:58
COMMISSION CLERK

4/16/07

Docket # 060368-WS
Attention: Director: Division of the Comm. Clerk + Admin. Services:

I am writing to you about the inflated increase proposal of the water bill. I myself and spouse are on a monthly single SSI check as our income due to my permanent disability, (R.A.). It is hard enough to survive on a few hundred dollars a month, without sudden shocks of inflation in our mailbox. It's bad enough what is going on when you buy gasoline, as we have to limit trips now. Do I have to feel I need to limit my cleanliness due to an inflated water bill? I understan everything seems to go up in cost but the extreme proposal is bazaar and unfair to us and many people on our level of sickness + poverty.

Obviously the meetings are so far out of reach - I hope these

CMP ____
COM ____
CTR ____
ECR ___|___
GCL ___|___
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

words when read + digested open somebody's eyes and keep our rates normal. Water was never a problem. Cleanliness is next to Godliness.

Please reply —

Sincerely —

Ms. Loraine Palmatier
+ spouse
R. Palmatier

Send response to:
Loraine + Richard Palmatier
3141 Norfolk Street
Mims - Florida 32754

Loraine Palmatier
3141 Norfolk St
Mims, FL 32754-5614

07 APR 18 AM 8:23
DISTRIBUTION CENTER

ORIGINAL

RECEIVED FPSC
07 APR 18 AM 10: 39
COMMISSION CLERK

Date: April 18, 2007
To: Division of Commission Clerk
From: David Ridgway
Reference: Docket No. 060368

DAVID A. RIDGWAY
P.O. BOX 446
BELLEVIEW, FLORIDA
34421-0446

Telephone 352-347-7309

CMP
COM
CTR
ECR 1
GCL 1
OPC
RCA
SCR
SGA
SEC
OTH

APRIL 18,2007

DEAR SIR OR MADAM:

WE HAVE RECEIVED, PURSUANT TO RULE 25-22.0470,FLORIDA ADMINISTRATIVE CODE, AND WITH REFERENCE TO DOCKET NO. 060368-WS, NOTICE THAT AQUA UTILITIES FLORIDA, INC. IS REQUESTING AUTHORITY TO INCREASE THEIR RATES BY 42%.

I, AS ONE CUSTOMER, CAN NOT BELIEVE, THAT THE MANAGEMENT OF THIS UTILITY IS SO INEPT THAT IT WOULD ALLOW THIS COMPANY TO PURSUE A COURSE WHICH COULD CAUSE COST TO REACH A POINT OF 42% IN THE RED. THEREFORE, I, AS ONE CUSTOMER, DO NOT BELIEVE THIS 42% INCREASE IN RATES IS JUSTIFIED.

I FURTHER BELIEVE, THAT BECAUSE OF THE FACT, THAT THIS ONE CUSTOMER, SINCE HE BEGAN RECEIVING SOCIAL SECURITY IN 1997 ONLY RECEIVED AN INCREASE OF APPROXIMATELY 13.8%. WHICH IS BASED ON CALCULATIONS PREPARED AND ADMINISTERED BY THE U.S. GOVERNMENT TO DETERMINE THE COST OF LIVING INCREASE.

I AM A LITTLE BIT AFRAID THAT PERSONS LIKE JOE LUNCH BUCKET AND MYSELF HAVE A PROBLEM.

THIS IS THE REASON, AS YOU WELL KNOW, WE HAVE REGULATORY COMMISSIONS TO REPRESENT CONSUMERS LIKE MYSELF WHEN SUBJECTED TO PROGRAMS ADMINISTERED BY MONOPOLIES, TO INSURE FAIR AND JUSTIFIED PRICING WITH RESPECT TO FAIR AND JUSTIFIED PROFITS.

I URGE YOU TO TAKE A LONG HARD LOOK AT THE REQUEST BY AQUA UTILITIES FLORIDA, INC. TO INCREASE THEIR RATES BY 42%.

SINCERELY

DAVID RIDGWAY

David Ridgway

DAVID A. RIDGWAY
P.O. BOX 446
BELLEVIEW, FLORIDA
34421-0446

Telephone 352-347-7309

Angie Calhoun

From: NET SatisFAXtion [postmaster]
To: Consumer Contact
Subject: , 2 page(s)

Attachments: FAX.TIF

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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  Received On:       4/18/2007 8:36 AM
  Number of Pages:   2
  From (CSID):
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:01:17
  Transfer Speed:    9600

  Received Status:   Success
  Number of Errors:  0
  Port Received On:  RockForceOCTO+ Port 6
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FAX.TIF (30 KB)

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Tuesday, April 17, 2007 8:50 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: My contact

Please add to docket file.

-----Original Message-----
From: Consumer Contact
Sent: Monday, April 16, 2007 4:09 PM
To: Ruth McHargue
Subject: FW: My contact

Protest for docket 060368
-----Original Message-----
From: Webmaster
Sent: Monday, April 16, 2007 8:57 AM
To: Consumer Contact
Subject: FW: My contact

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, April 14, 2007 10:34 PM
To: Webmaster
Cc: gjohnston9@cfl.rr.com
Subject: My contact

Contact from a Web user

Contact Information:
Name: gregory johnston
Company:
Primary Phone: 407-971-8104
Secondary Phone:
Email: gjohnston9@cfl.rr.com

Response requested? No
CC Sent? Yes

Comments:
Please advise how we as homeowners can begin to convince your agency to stop allowing aqua utilities from goughing us with their water rates in the chuluota area ?? I see they are now requesting a rate increase ? we are already paying way too much and are not even allowed to drill a private well if we desire.

CMP ____
COM ____
CTR ____
ECR ___1___
GCL ___1___
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

07 APR 11 AM 9:25
COMMISSION CLERK

Public Service Commission

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

April 10, 2007

Mr. and Mrs. Moretti
1911 SW 34th Street
Gainesville, FL 32608

Re: Complaint Regarding Aqua Utilities Florida, Inc. – Docket No. 060368

Dear Mr. and Mrs. Moretti:

Thank you for your letter dated March 21, 2007 in which you expressed your concerns about a rate increase petition filed by Aqua Utilities Florida, Inc. (Aqua) To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, Finance and Tax

cc: Division of the Commission Clerk and Administrative Services
Division of Economic Regulation (Devlin, Willis, Rendell, Lingo, Reiger)
Office of the General Counsel (Gervasi, Fleming, Jaeger)
Office of Public Counsel (Reilly)
Kenneth Hoffman, Rutledge, Ecenia, Purnell & Hoffman

RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, April 04, 2007 3:49 PM
To: Matilda Sanders
Cc: Timolyn Henry
Subject: FW: 3523341719, 4 page(s)

Attachments: FAX.TIF

Please add fax to docket file 060368

From: Consumer Contact
Sent: Wednesday, April 04, 2007 3:40 PM
To: Ruth McHargue
Subject: FW: 3523341719, 4 page(s)

To CCA

From: NET SatisFAXtion
Sent: None
To: Consumer Contact
Subject: 3523341719, 4 page(s)

You have received a new fax. This fax was received by **NET SatisFAXtion**. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

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  Received On:       4/02/2007 10:08 AM
  Number of Pages:   4
  From (CSID):       3523341719
  From (ANI):
  Sent to DID:

  Duration of Fax:   0:01:21
  Transfer Speed:    14400

  Received Status:   Success
  Number of Errors:  0
  Port Received On:  RockForceOCTO+ Port 6
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FAX.TIF (67 KB)

CMP _____
COM _____
CTR _____
ECR _|_
GCL _|_
OPC _____
RCA _____
SCR _____
SGA _____
SEC _____
OTH _____

Florida Department of Agricultur & Consumer Service
Charles H. Bronson, Commissioner

Mary Stewart
Division of Plant Industry
1911 SW 34th Street
PO Box 147100
Gainesville, FL 32614
Phone: 352-372-3505/Fax: 352-334-1719
stewarm@doacs.state.fl.us

FAX COVERSHEET

TO: Florida Public Services Commission

FROM: Mary Stewart

DATE: 4-2-07

4 PAGE(S) TO FOLLOW

REMARKS: We received this complaint in our office and forwarding to you from your automated phone message instructions. Thanks. Mary

IF YOU HAVE ANY PROBLEMS OR QUESTIONS PLEASE CALL;
352/372-3505, EXT. 101
OR
SUNCOM #624-1101

Domenick V. Moretti
Lillian T. Moretti
7117 SW Archer Road Lot #2608
Gainesville, FL 32608-4656
(352) 337-2868

March 21, 2007

Florida State of Agriculture & Consumer Services
1911 SW 34th Street
Gainesville, FL 32608-1201
Attn: Public Services Commission

Re: Aqua Utilities Florida Inc. request for rate increases

Gentlemen;

I want to be counted among those victims of Aqua Utilities Florida, Inc. who vigorously protest the proposed rate increases requested by them. A copy of my letter to them listing reasons for my protest is enclosed. I have also enclosed a comparison of rates to those of GRU.

It is unfathomable that the cost to supply the same service by one company can be so extremely high over that of another company. The fact that residents in Arrendondo have absolutely no choice of supplier really wreaks of "gouging". It is especially offensive because the majority of those affected are so financially limited.

Their claim of already investing $600,000.00 in upgrading is truly invisible here in Arredondo or does that apply to their entire network of systems? Or, too, could that be part of the purchase price of a company who supplies service to a group of customers which is unable to fight back????

Please do NOT approve this increase!!!

Thank you.

Sincerely,

Lillian T. Moretti

Lillian T. Moretti

Copies Aqua Utilities Florida, Inc.
file

RATES COMPARISON PER 1000 GALLONS WATER

AQUA FLORIDA UTILITIES, INC.

	Monthly Fee	Plus	Total	Increase
WATER				
	$13.55	$2.30	$15.85	
Raise to	$22.49	$4.20	$26.69	$10.84
WASTE WATER				
	$15.02			
Raise to	$21.12			$6.10
USAGE				
	$3.50			
Raise to	$10.95			$7.45
				$24.39 ***Total monthly increase

****

AQUA FLORIDA UTILITIES, INC.	CURRENT	INCREASE TO	
Monthly Fee	$13.55	$22.49	
Plus	2.30	4.20	
Waste Water	15.02	21.12	
Usage	3.50	10.95	
	$34.37	$58.76	**Total Monthly Charge

GRU		
Monthly Fee	$4.50	
Usage	1.42	
	$6.22	**Total Monthly Charge

****

Domenick V. Moretti
Lillian T. Moretti
7117 SW Archer Road Lot #2608
Gainesville, FL 32608-4656
(352) 337-2868

Copy

March 20, 2007

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

Re: Meter # 93878772

Dear Sirs,

With regard to the enclosed copies of the bills on the above meter from January 12, 2006 thru February 19, 2007, please be advised that I am also sending copies to the Public Service Commission to protest the proposed rate hike for which you have filed.

The average monthly usage from 1/6/06 through 10/10/06 (9 cycles) was $77.36. This is reflected by those statement from "Arredondo Utility Co., Inc. DBA Aqua Utilities Florida Inc.". The statements from "Aqua Utilities Florida, Inc." show billing from 10/10/06 through 2/12/07 (4 cycles) the average usage of $87.45.

Your claims of $600,000.00 in improvements(????) to Arredondo systems since 2004 is nowhere in evidence.
In the 10 years we have lived here the quality of the water has deteriorated to the point where the color, taste and odor makes human consumption almost unbearable. Fortunately these qualities can be camouflaged with spices, flavoring, etc. when used for cooking. However, for palatable drinking water, tea, coffee, lemonades, etc. bottled water must be purchased. A $10.09 monthly increase should more than make up for any "cost of living" expense.

My husband is an 89 year old, 100% disabled veteran Ex-prisoner of war from World War II. I am his sole care-giver and I will be 87 years old in August. We are on fixed income and any additional increase for such an inferior commodity will create just another burden. If we could buy our water services from another company we would rush to sign up.

I have also enclosed a copy of my protest to the Public Service Commission.

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Copies: Public Service Commission
file

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, April 04, 2007 3:49 PM
To: Matilda Sanders
Cc: Timolyn Henry
Subject: FW: 3523341719, 4 page(s)

Attachments: FAX.TIF

Please add fax to docket file 060368

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Sent: Wednesday, April 04, 2007 3:40 PM
To: Ruth McHargue
Subject: FW: 3523341719, 4 page(s)

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From: NET SatisFAXtion
Sent: None
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FAX.TIF (67 KB)

CMP ____
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CTR ____
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GCL 1
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SGA ____
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OTH ____

Florida Department of Agricultur & Consumer Service
Charles H. Bronson, Commissioner

Mary Stewart
Division of Plant Industry
1911 SW 34th Street
PO Box 147100
Gainesville, FL 32614
Phone: 352-372-3505/Fax: 352-334-1719
stewarm@doacs.state.fl.us

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TO: Florida Public Services Commission

FROM: Mary Stewart

DATE: 4-2-07

4 PAGE(S) TO FOLLOW

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OR
SUNCOM #624-1101

Domenick V. Moretti
Lillian T. Moretti
7117 SW Archer Road Lot #2608
Gainesville, FL 32608-4656
(352) 337-2868

March 21, 2007

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1911 SW 34th Street
Gainesville, FL 32608-1201
Attn: Public Services Commission

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Lillian T. Moretti

Copies Aqua Utilities Florida, Inc.
file

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Domenick V. Moretti
Lillian T. Moretti
7117 SW Archer Road Lot #2608
Gainesville, FL 32608-4656
(352) 337-2868

Copy

March 20, 2007

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762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489
Attn: Customer Service

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I have also enclosed a copy of my protest to the Public Service Commission.

Yours,

Lillian T. Moretti

Copies: Public Service Commission
file

State of Florida

Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

RECEIVED-FPSC
07 MAR 15 PM 3:12
COMMISSION CLERK

-M-E-M-O-R-A-N-D-U-M-

DATE: March 15, 2007

TO: Ann Cole, Commission Clerk and Administrative Services Director

FROM: Felicia White, Staff Assistant, Division of Economic Regulation

RE: Docket No. 060368-WS - Application for Increase in water and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington Counties by Aqua Utilities, Inc.

Attached is correspodence to a complaint that needs to be placed in the stated docket. Please place in the docket file for this docket.

Cheryl Bulecza-Banks

From: Cheryl Bulecza-Banks
Sent: Thursday, March 15, 2007 9:11 AM
To: 'lecomptebug@aol.com'
Cc: Marshall Willis; Troy Rendell; Felicia White; Stan Rieger; Jennie Lingo; Kirsten Olsen
Subject: Aqua Utilities Inc. Petition for Rate Increases - Docket No. 060368-WS

Attachments: Service Hearings List.doc

Dear Mr. LeCompte:

Thank you for your e-mail received on March 8, 2007 regarding the above-referenced application by Aqua Utilities (Utility). As you are aware, the staff has opened a complaint case (Case number 7929290W) and has contacted Aqua Utilities Inc. regarding your meter reading concerns. Staff within the Division of Regulatory Compliance & Consumer Assistance will be processing your case.

Since Aqua Utilities Inc. has filed for a rate increase, a copy of your e-mail also will be placed in the correspondence side of the docket file in this case, where your concerns will be available for review by Commissioners, Commission staff, the Office of Public Counsel, and other interested persons and parties.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the Utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, and Tax

Service
rings List.doc (6

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, March 07, 2007 5:03 PM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: My contact

Please add to docket file 060368. A complaint has been filed regarding the meter reading problem, case number 729290W.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, March 01, 2007 2:33 PM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:
Name: Jimmy LeCompte
Company:
Primary Phone: 352-377-9734
Secondary Phone: 352-318-1277
Email: lecomptebug@aol.com

Response requested? No
CC Sent? No

Comments:
I am writing to protest an increase in water rates by Aqua Utilities, FL in Arrendondo Estates, Alachua County Fl. Why are they going to increase rates when I can't even get my meter read. Last time, over a yr ago, revealed they owed me money. I even had to run down the meter man and ask him to please come back and read my meter. Now, it appears that, if they ever read my meter again they will owe me even more. I'm tired of getting estimated bills when they DO come in this area. ALso, there is no local contact if there is a problem. I have dealt with them in the past and got nothing but empty promises and no follow up response.
This is by far, the most inconsiderate utility company I have ever dealt with but unfortunately, they are my only water supply so I guess I have to live with as I have for the last 8 years. And they want a raise????????????

CMP ____
COM ____
CTR ____
ECR ___|___
GCL ___|___
OPC ____
RCA ____
SCR ____
SGA ____
SEC ____
OTH ____

DOCKET 060368-WS – AQUA UTILITIES RATE CASE

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May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
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June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, March 15, 2007 9:54 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: Docket#060368

Add to docket file.

-----Original Message-----
From: sandyfelder@bosshardtrealty.com [mailto:sandyfelder@bosshardtrealty.com]
Sent: Thursday, March 15, 2007 7:40 AM
To: Consumer Contact
Subject: Docket#060368

I/we am sending this letter in reference to protest the water increase of Aqua Utilities.

Craig Wilburn & Sandy Felder: owners of three lots
4929 SW 63rd Ct.
6918 SW 49th Place
6805 SW 51st ave
Gainesville, Fl. 32608

CMP _____
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ECR 1
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OPC _____
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SCR _____
SGA _____
SEC _____
OTH _____

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, March 15, 2007 9:53 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: Docket #060368

Add to docket file.

-----Original Message-----
From: sandyfelder@bosshardtrealty.com [mailto:sandyfelder@bosshardtrealty.com]
Sent: Thursday, March 15, 2007 7:36 AM
To: Consumer Contact
Subject: Docket #060368

This letter is in reference to the protest to the water rate increase of Aqua Utilities, I/we disagree with the rate increase.

Aaron Bosshardt & Sandy Felder: Owners of four Lots

4929 SW 64th St.
5003 SW 70 terr
5013 SW 70 terr
6724 SW 51 ave
Gainesville, Fl. 32608

CMP _____
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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, March 15, 2007 9:50 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: Docket #060368

Please add to the docket file.

From: Maryln [mailto:maryln@excite.com]
Sent: Wednesday, March 14, 2007 3:42 PM
To: Consumer Contact
Subject: Re: Docket #060368

I would like to protest any increase in water rates until Aqua Utilites has shown the deserve an increase. Reference docket #060368.

Thank you.

Maryln B. Casterline
6914 SW 53rd Ave
Gainesville, FL 32608
352-377-9479

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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, March 15, 2007 9:49 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: Docket #060368 Complaint

Please add to docket file. A complaint will be filed regarding the meter reading issues.

From: Albert McCracken [mailto:Albert.McCracken@travelmediadistributors.com]
Sent: Wednesday, March 14, 2007 10:30 AM
To: Consumer Contact
Subject: Docket #060368 Complaint

To whom it may concern

It has come to my attention that Aqua Utilities Florida has requested a rate increase for water service in Arredondo Estates in Alachua County. The Docket Reference is # 060368

I would like to register my objection to ANY rate increase for Aqua Florida at this time. Since they have taken over, service has been worse; constant ongoing low pressure, no pressure (not recently).

Also, their billing practices aredeceptive, dishonest and inexcusable! The first bill I received from Aqua Florida stated that even though it was an estimated bill, my consumption had inexplicably doubled from any previous billing. When I called them and questioned this increase, I was told that the meter had been recently read, and that was how the bill had been calculated. I informed them that due to a locked gate, I knew for a fact that the meter had been read by no one but me in years After I provided them with the actual readings that I had made, they agreed to adjust my bill. In short, I caught them in a lie and they knew it!

After recently talking to my neighbors, I found out that I was relatively lucky. Some of their bills had increased tenfold! The neighbor directly across the street had a huge increase and their meter has been buried under three feet of dirt since emergency repairs after the hurricanes three years ago!

I could go on, but I'm sure you get the point!

In summary Aqua Florida has in my opinion not earned any rate increase. I have lived in this location over 30 years, and they are by far in all aspects the worst water provider we have ever had.

If you would like to contact me, my residence information is
Albert McCracken
5219 SW 70 Terrace
Gainesville, FL 32608
352-283-2163

Thank you for your attention to this matter

3/15/2007

CMP ____
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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Monday, March 12, 2007 9:49 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: Aqua Utilities, Docket #060368

Please add to docket file.

From: regison@netzero.com [mailto:regison@netzero.com]
Sent: Sunday, March 11, 2007 3:45 PM
To: Consumer Contact
Subject: Aqua Utilities, Docket #060368

March 11, 2007

RE: Arredondo Estates Water Increase
Docket #060368

I just received notice that Aqua Utilities applied for a water increase (Docket #060368). I object!! How can they justify an increase?

I received a water bill from them every month WITHOUT water usage. (I did not have the water turned off.) Am I not paying a maintenance charge even though it is not being used?

My January 2007 and February 2007 were Estimated, so if they are not actually reading the meters how can they feel a need to increase rates when they do not even know the actual amount being used?

The increase can not reflect sewage treatment because Arredondo Estates residents have septic tanks (country plumbing). Then there are residents that have their own sub pump for water.

I would like to know how they can honestly justify an increase.

Sincerely, Reg Ison
(352) 372-1331
5209 SW 70th Terrace
Gainesville, Florida 32608-4557

CMP ____
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Albert McCracken
Distribution Coordinator
Travel Media Distributors

800-888-3948
352-371-3948
Ext 2512
352-376-5337 Fax

ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Friday, March 09, 2007 10:03 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: docket# 060368

Add to docket file.

-----Original Message-----
From: Angie Calhoun
Sent: Thursday, March 08, 2007 12:29 PM
To: Ruth McHargue
Subject: FW: docket# 060368

To CCA
-----Original Message-----
From: BENNETT,FRED LEE [mailto:fbennett@ufl.edu]
Sent: Thursday, March 08, 2007 9:19 AM
To: Consumer Contact
Subject: docket# 060368

Conserning, Docket # 060368
A a resident I have seen the history of this water source and its numerous failures. When we moved in we were promised in writing a rate never to exceed more than $4.50/ month if we abandoned our well and hooked up to this water supply. I have seen this business change billing sevice numerous times each time raising the rates; I doubt the ownership changed more than once. During the hurricanes no one refueled the pumpmotors or serviced the lines. I feel we are overcharged already and it shows no signs of slowing down. I for one am going to drill a well if this continues. Thanks Fred lot 18

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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Wednesday, March 07, 2007 5:03 PM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: My contact

Please add to docket file 060368. A complaint has been filed regarding the meter reading problem, case number 729290W.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, March 01, 2007 2:33 PM
To: Webmaster
Subject: My contact

Contact from a Web user

Contact Information:
Name: Jimmy LeCompte
Company:
Primary Phone: 352-377-9734
Secondary Phone: 352-318-1277
Email: lecomptebug@aol.com

Response requested? No
CC Sent? No

Comments:
I am writing to protest an increase in water rates by Aqua Utilities, FL in Arrendondo Estates, Alachua County Fl. Why are they going to increase rates when I can't even get my meter read. Last time, over a yr ago, revealed they owed me money. I even had to run down the meter man and ask him to please come back and read my meter. Now, it appears that, if they ever read my meter again they will owe me even more. I'm tired of getting estimated bills when they DO come in this area. ALso, there is no local contact if there is a problem. I have dealt with them in the past and got nothing but empty promises and no follow up response.
This is by far, the most inconsiderate utility company I have ever dealt with but unfortunately, they are my only water supply so I guess I have to live with as I have for the last 8 years. And they want a raise????????????

CMP ____
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GCL ___1___
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RCA ____
SCR ____
SGA ____
SEC ____
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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Thursday, March 15, 2007 9:50 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: Docket #060368

Please add to the docket file.

From: Maryln [mailto:maryln@excite.com]
Sent: Wednesday, March 14, 2007 3:42 PM
To: Consumer Contact
Subject: Re: Docket #060368

I would like to protest any increase in water rates until Aqua Utilites has shown the deserve an increase. Reference docket #060368.

Thank you.

Maryln B. Casterline
6914 SW 53rd Ave
Gainesville, FL 32608
352-377-9479

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ORIGINAL

RECEIVED-FPSC

07 MAR -7 PM 4:50

COMMISSION CLERK

March 5, 2007
7117 SW Archer Road Lot #25
Gainesville. FL 32608

Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399

Dear Florida Public Service Commission:

I received a flyer about Aqua Utilities asking for an increase in our water rates. Please do not allow this. Every winter they charge me $70 to $80 for water and I don't use any more than other times. Believe me they do it every year and even when I have plumbing companies out and they tell me I have no leaks Aqua Utilities tell me I have to pay this outrageous amount. I have written them every winter since 2004. I am one person, once cat, I do not water my lawn – ever! I drink spring water. I wash dishes in the dishwasher once a week, I do wash clothes twice a week. I take 10 minute showers. Even other months it is not unusual to have $50 and more water bill. I feel so intimidated by them that I really hope to see my mobile home and make sure I get in an area that is not covered by Aqua Utilities. PLEASE DO NOT GIVE THEM ANY MORE HEADWAY. THEY DO AS THEY PLEASE ANYWAY!

I hope to be out of this district soon!!!

Cozet D. Johnson

Cozet D. Johnson

To CCA
Aqua Utilities Docket
060388

CMP ____
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RECEIVED
MAR 07 2007
Florida Public Service Commission
Division of RCA

March 5, 2007
7117 SW Archer Road Lot #25
Gainesville. FL 32608

Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399

Dear Florida Public Service Commission:

I received a flyer about Aqua Utilities asking for an increase in our water rates. Please do not allow this. Every winter they charge me $70 to $80 for water and I don't use any more than other times. Believe me they do it every year and even when I have plumbing companies out and they tell me I have no leaks Aqua Utilities tell me I have to pay this outrageous amount. I have written them every winter since 2004. I am one person, once cat, I do not water my lawn – ever! I drink spring water. I wash dishes in the dishwasher once a week, I do wash clothes twice a week. I take 10 minute showers. Even other months it is not unusual to have $50 and more water bill. I feel so intimidated by them that I really hope to see my mobile home and make sure I get in an area that is not covered by Aqua Utilities. PLEASE DO NOT GIVE THEM ANY MORE HEADWAY. THEY DO AS THEY PLEASE ANYWAY!

I hope to be out of this district soon!!!

Cozet D. Johnson

Cozet D. Johnson

RECEIVED
MAR 07 2007
Florida Public Service Commission
Division of RCA

7117 S. W. Archer Road Lot #25
Gainesville, FL 32608

February 26, 2007

Aqua Utilities Florida, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19019-3489

Dear Aqua Utilities:

I paid the $71.92 on February 10 under protest. Do you not see why I am so frustrated. ? You send me a bill for this month and deducting that $71.92 I only owe $39.17. How can there be such a BIG difference? I am eventually going to have to sell my mobile home because I cannot afford the steep bills that hit me every winter!!!!! I cannot understand. I cannot understand. This is absolutely crazy. BUT no one ever listens. Me and my cat sit here afraid to use water because of what the next water bill may say. It is truly out of this world weird.

Cozet Johnson
Account #: 0000906917 0649241

RECEIVED
MAR 07 2007
Florida Public Service Commission
Division of RCA

AQUA

Service To:
COZET D. JOHNSON
7117 SW ARCHER RD UNIT 25
GAINESVILLE, FL 32608-4619
Lot: 1326128 Block:

Account Number
000906917 064924:
ARREDONDO FARMS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

Questions about your water/sewer service?... Contact us before the due d

Bill Date	Total Amount Due	Due Date
February 19, 2007	**$ 110.99**	**March 13, 2007**

Meter Data

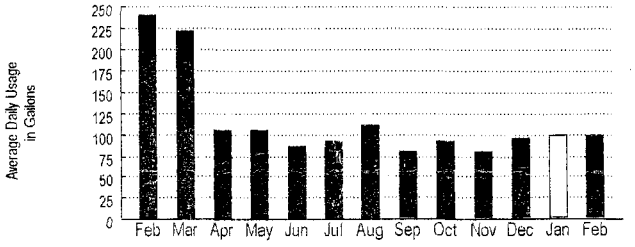
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93717552	5/8	02/12/07 01/19/07	24	Actual Estimated	562100 559700	2,400	Gal

Average Daily Usage = 100 Gallons Total Days: 24 Total Usage: 2,400 Gall

Billing Detail

Amount Owed from Last Bill		$ 71.82
Total Payments Received		0.00
Balance		**71.82**
Water Base Facility Charge	11.08	
2,400 gallons @ $0.00235 per gallon	5.64	
Current Water Charges		16.72
Sewer Base Facility Charge	12.24	
2,400 gallons @ $0.00356 per gallon	8.54	
Current Sewer Charges		20.78
Utility Tax		1.67
Amount Due 03/13/07		**$ 110.99**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

Message Center

1336568 FL2010042

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PAP-5
REV

Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
COZET D. JOHNSON
7117 SW ARCHER RD UNIT 25
GAINESVILLE, FL 32608-4619
Lot: 1326128 Block:

Account Number
000906917 0649241

Total Amount Due **$ 110.99**
Due Date **March 13, 2007**

Amount Enclosed

Seq=29286 Cyc=33M9 Tup=312438

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COZET D. JOHNSON
7117 SW ARCHER RD LOT 25
GAINESVILLE FL 32608-4619

RECEIVED
MAR 07 2007
Florida Public Service Commission
Division of RO

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

0009069170649241000000110992

AQUA

Service To:
COZET D. JOHNSON
7117 SW ARCHER RD UNIT 25
GAINESVILLE, FL 32608-4619
Lot: 1326128 Block:

Account Number
000906917 0649241
ARREDONDO FARMS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
February 19, 2007	**$ 110.99**	**March 13, 2007**

Meter Data

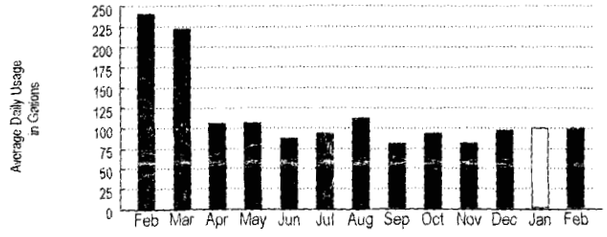
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93717552	5/8	02/12/07	24	Actual	562100	2,400	Gallons
		01/19/07		Estimated	559700		

Average Daily Usage = 100 Gallons Total Days: 24 Total Usage: 2,400 Gallons

Billing Detail

Amount Owed from Last Bill	$ 71.82
Total Payments Received	0.00
Balance	**71.82**
Water Base Facility Charge	11.08
2,400 gallons @ $0.00235 per gallon	5.64
Current Water Charges	16.72
Sewer Base Facility Charge	12.24
2,400 gallons @ $0.00356 per gallon	8.54
Current Sewer Charges	20.78
Utility Tax	1.67
Amount Due 03/13/07	**$ 110.99**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

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Florida Public Service Commission
Division of RCA

1336568 FL2010042

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

Service To:

QUESTIONS ABOUT YOUR BILL

Customer Service: 877.WTR.AQUA or 877.987.2782 **e-mail: custserv@aquaamerica.com**
Fax: 866-780-8292 **www.aquautilitiesflorida.com**

If you have a billing question or complaint, call or write to us before the due date on your bill. You can 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. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. 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.

EXPLANATION OF TERMS

Actual 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 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: 866.261.2989.

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.

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.

Please tear along the fold and return this portion with your payment.

PLACE THIS STUB SO THAT THE NAME "**Aqua Utilities Florida**" SHOWS THROUGH THE WINDOW OF THE PAYMENT ENVELOPE.

RECEIVED
MAR 07 2007
Florida Public Service Commission
Division of RCA

Aqua Utilities Florida
P.O. Box 1229
Newark, NJ 07101-1229

A UA

Service To:
COZET D. JOHNSON
7117 SW ARCHER RD UNIT 25
GAINESVILLE, FL 32608-4619
Lot: 1326128 Block:

Account Number
000906917 0649241
ARREDONDO FARMS

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

Tel: **877.987.2782**
Fax: **866.780.8292**
e Mail: **custserv@aquaamerica.com**

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

Bill Date	Total Amount Due	Due Date
January 23, 2007	**$ 71.82**	**February 14, 2007**

Meter Data

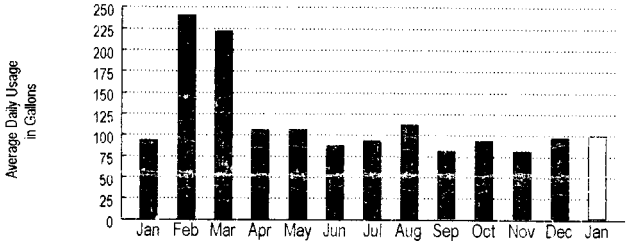
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93717552	5/8	01/19/07 12/06/06	44	Estimated Actual	559700 555300	4,400	Gallons

Average Daily Usage ■ 100 Gallons — Total Days: 44 — Total Usage: 4,400 Gallons

Billing Detail

Amount Owed from Last Bill		$ 50.82
Total Payments Received		50.82
Balance		**0.00**
Water Base Facility Charge	20.31	
4,400 gallons @ $0.00235 per gallon	10.34	
Current Water Charges		30.65
Sewer Base Facility Charge	22.44	
4,400 gallons @ $0.00356 per gallon	15.66	
Current Sewer Charges		38.10
Utility Tax		3.07
Amount Due 02/14/07		**$ 71.82**

Water Usage History



Read Types: ■ **Actual** □ **Estimated** ▩ **Customer**

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Florida Public Service Commission
Division of RCA

1336568

FL2010042

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Return this portion with your payment.
Keep top portion for your records.

AQUA **Water/Sewer Bill**

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

Service To:
COZET D. JOHNSON
7117 SW ARCHER RD UNIT 25
GAINESVILLE, FL 32608-4619
Lot: 1326128 Block:

Account Number
000906917 0649241

Total Amount Due **$ 71.82**
Due Date **February 14, 2007**

Amount Enclosed $ 71.82

Seq=20939 Cyc=33M9 1up=307117

******AUTO**5-DIGIT 32608 C 58 P 70
COZET D. JOHNSON
7117 SW ARCHER RD LOT 25
GAINESVILLE FL 32608-4619

RECEIVED
MAR 07 2007
Florida Public Service Commission
Division of RCA

Please make check payable to Aqua Util. FL.
Print your account number on your check,
then mail to address on back.

000906917064924100000000071828

RECEIVED
MAR 07 2007
Florida Public Service Commission
Division of RCA

Dear Aqua—

2/10/2007

I cannot believe another winter & another extraordinary bill. I am one woman — with one cat — Out of the house 6 days a week. No family or friends over for the holidays! I drink spring water & use the dishwasher once a week — 15 minute showers each day — Wash clothes once a week How could I be using 100 gallons a day! It is really quite unrealistic.

I have written you all since 2004 each winter. I have plumbing companies out & they say I have no leaks.

No one knows how this happens. My friend got a credit & her bill is never as high as mine & she has two dogs she bathes & 2 cats & company over the holidays — It is so draining — !!! I pay this under duress because I know I do not use this much!!

Cornelia Johnson acc no# 0009069170649241

Matilda Sanders

From: Felicia White
Sent: Thursday, March 01, 2007 1:15 PM
To: Matilda Sanders
Subject: FW: Aqua Utilities Inc. Petition for Rate Increases - Docket No. 060368-WS

Attachments: Service Hearings List.doc

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

RECEIVED FPSC
07 MAR -1 PM 3:09
COMMISSION CLERK

From: Cheryl Bulecza-Banks
Sent: Thursday, March 01, 2007 1:09 PM
To: 'terisal@peoplepc.com'
Cc: Troy Rendell; Marshall Willis; Felicia White
Subject: FW: Aqua Utilities Inc. Petition for Rate Increases - Docket No. 060368-WS

Dear Mr. and Mrs. Salomon:

Thank you for your e-mail received on February 26, 2007, regarding the above-referenced application by Aqua Utilities (Utility). A copy of your e-mail will be placed in the correspondence side of the docket file in this case, where your concerns will be available for review by Commissioners, Commission staff, the Office of Public Counsel, and other interested persons and parties.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the Utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, and Tax

Service
ngs List.doc (

DOCKET 060368-WS – AQUA UTILITIES RATE CASE

DATE ATTORNEY	TIME	LOCATION	FACILITY	PANEL	LETTER	DIAGRAM	AUDIO
May 10, 2007 Thursday	10:00 a.m.	Captiva Island	South Seas Island Resort 5400 Plantation Road Captiva, FL 33924		✔	✔	✔
May 11, 2007 Friday	10:30 a.m. **Reserved 8AM – 2PM**	Green Acres (Lake Worth)	Palm Beach County Library System Green Acres Branch 3750 Jog Road Green Acres, FL 33467		✔	✔	✔
May 14, 2007 Monday	(CST) 10:00 a.m. **Reserved 8AM – 2PM**	Chipley (Sunny Hills)	Washington County Commission Commissioners' Board Room 1331 South Blvd. Chipley, FL 32428		✔	Dais	On site
May 16, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Palatka	St. Johns Water Management District Resource Management Building Rooms 136 A & B 4049 Reid Street Palatka, FL 32177		✔	✔	✔
May 16, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Gainesville	City Commission Chambers Gainesville City Hall 200 E. University Avenue Gainesville, FL 32601		✔	Dais	On site
June 13, 2007 Wednesday	10:00 a.m. **Reserved 8AM – 5PM**	Sebring	Highlands County Administration Building Board Chambers (Room B104) 600 Commerce Street Sebring, FL 33871		✔	Dais	On site
June 13, 2007 Wednesday	6:00 p.m. **Reserved 4PM – 9PM**	Lakeland	City Commission Chambers (3rd Floor) 228 S. Massachusetts Avenue Lakeland, FL 33801		✔	Dais	On site
June 20, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	New Port Richey	West Pasco Government Center County Commission Board Room (Suite 160) 7530 Little Road New Port Richey, FL 34654		✔	Dais	On site
June 26, 2007 Tuesday	10:00 a.m. **Reserved 8AM – 2PM**	Deltona	Deltona Commission Chambers Municipal Complex 2345 Providence Boulevard Deltona, Florida 32725		✔	Dais	On site
June 27, 2007 Wednesday	10:00 a.m. 6:00 p.m. **Reserved 8AM – 9PM**	Mt. Dora	Mount Dora Community Center Auditorium 520 Baker Street Mount Dora, FL 32756		✔	✔	On site

Matilda Sanders

From: Felicia White
Sent: Thursday, March 01, 2007 1:15 PM
To: Matilda Sanders
Subject: FW: Aqua Utilities Inc. Petition for Rate Increases - Docket No. 060368-WS

Attachments: Service Hearings List.doc

FPSC, CLK - CORRESPONDENCE
☐ Administrative ☐ Parties ☑ Consumer
DOCUMENT NO. 06349-07
DISTRIBUTION: _____

RECEIVED FPSC
07 MAR -1 PM 3:09
COMMISSION CLERK

From: Cheryl Bulecza-Banks
Sent: Thursday, March 01, 2007 1:06 PM
To: 'burny32608@yahoo.com'
Cc: Troy Rendell; Marshall Willis; Felicia White
Subject: FW: Aqua Utilities Inc. Petition for Rate Increases - Docket No. 060368-WS

Dear Mr. and Mrs. Henderson:

Thank you for your e-mail received on February 23, 2007, regarding the above-referenced application by Aqua Utilities (Utility). A copy of your e-mail will be placed in the correspondence side of the docket file in this case, where your concerns will be available for review by Commissioners, Commission staff, the Office of Public Counsel, and other interested persons and parties.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at one of the service hearings be held in your service area. You will be receiving a notice from the Utility that provides information about the customer service hearings, however, we have attached a list that contains the dates and locations for all service hearings to be held regarding Aqua's petition.

The purpose of the service hearing is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the Utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions or make comments on other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. One or more Commissioners of the Florida Public Service Commission will also attend and participate in the meeting.

If you have any additional questions or require further assistance regarding this matter, please contact me at (850) 413-6642, or Troy Rendell at (850) 413-6934.

Sincerely,

Cheryl R. Bulecza-Banks
Chief, Bureau of Rate Filings,
Surveillance, and Tax

Service
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DOC[illegible]T 060368-WS – AQUA UTILITIES RAT[illegible]ASE

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ORIGINAL

DISTRIBUTION CENTER
07 FEB 19 AM 8:00

Director, Division of Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

V060368-WS
060253-WS

Dear Sir:

I am a resident of Pasco County, and I am writing to express my objection to any rate increase for Utilities of Florida Inc. in Pasco County.

Our community, Cross Creek at Summertree, in New Port Richey is serviced by this company. The quality of the service and the quality of the water does not justify any increase. The water pressure is terrible, the smell is offensive and the taste is sickening and they have failed the water standard tests for the past six quarters.

Please help me! Don't reward a company for poor service and an inferior work product.

Sincerely,

11122 Clear Oak Circle
New Port Richey, FL 34654

Olga Matudas
11122 CLEAR OAK CIR
NEW PORT RICHEY, FL 34654

RECEIVED-FPSC
07 FEB 19 AM 9:18
COMMISSION CLERK

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Matilda Sanders

From: Ruth McHargue
Sent: Monday, February 19, 2007 10:24 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: FW: water rates

ORIGINAL

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OPC ____
RCA ____
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Please add to docket file 060368

-----Original Message-----
From: sandyfelder@bosshardtrealty.com [mailto:sandyfelder@bosshardtrealty.com]
Sent: Friday, February 16, 2007 9:50 PM
To: Ruth McHargue
Subject: RE: FW: water rates

Aqua Utilities

-----Original Message-----
From: Ruth McHargue <RMcHargu@PSC.STATE.FL.US>
Sent: Fri, February 16, 2007 12:49 pm
To: sandyfelder@bosshardtrealty.com
Subject: RE: FW: water rates

Thank you for your response, however Arrendonda Estates is not listed as a Utility with the Florida Public Service Commission. In order to add your protest to the correct docket file, I need to know the name of your water company.
Sincerely,
Ruth McHargue

-----Original Message-----
From: sandyfelder@bosshardtrealty.com
[mailto:sandyfelder@bosshardtrealty.com]
Sent: Wednesday, February 14, 2007 8:45 PM
To: Ruth McHargue
Subject: RE: FW: water rates

I wish to protest for my wife and myself are residence of Arredonda Estates. We are protesting for ourselves.

RECEIVED-FPSC
07 FEB 19 AM 10:33
COMMISSION CLERK

-----Original Message-----
From: Ruth McHargue <RMcHargu@PSC.STATE.FL.US>
Sent: Wed, February 14, 2007 4:21 pm
To: sandyfelder@bosshardtrealty.com
Subject: FW: water rates

Thank you for contacting the Florida Public Service Commission regarding your concerns. Please advise which company you wish to protest the rate increase for. You can notify me via reverse e-mail and I will make sure your comments are added to the docket file.
Sincerely,
Ruth McHargue
Florida Public Service Commission

-----Original Message-----
From: sandyfelder@bosshardtrealty.com
[mailto:sandyfelder@bosshardtrealty.com]
Sent: Tuesday, February 13, 2007 6:33 PM
To: Consumer Contact
Subject: water rates

My name is Sandy J. Felder and my wife's name is Merissa C. Felder. We live at 5013 SW 63rd Court in Arredonda Estates. We protest to the water rate increase, we surly feel and beleive that it is unfair for the residence of this community to surfer a rate increase.

ORIGINAL

DISTRIBUTION CENTER
07 FEB 19 AM 8:00

Director, Division of Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

060368-WS
060253-WS

Dear Sir:

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Please help me! Don't reward a company for poor service and an inferior work product.

Sincerely,

11122 Clear Oak Circle
New Port Richey, FL 34654

Olga Matudas
11122 CLEAR OAK CIR
NEW PORT RICHEY, FL 34654

RECEIVED-FPSC
07 FEB 19 AM 9:18
COMMISSION CLERK

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ORIGINAL

Timolyn Henry

From: Ruth McHargue
Sent: Monday, February 26, 2007 8:52 AM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: Refer to docket #060368

Please add to docket file.

From: Angie Calhoun
Sent: Monday, February 26, 2007 8:18 AM
To: Ruth McHargue
Subject: FW: Refer to docket #060368

To CCA

From: Burnita Henderson [mailto:burny32608@yahoo.com]
Sent: Friday, February 23, 2007 7:28 PM
To: Consumer Contact
Subject: Refer to docket #060368

CMP ____
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GCL 1
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Dear Sir:

Mr. & Mrs. Willie Aaron Henderson would like to protest any increase in water rates until Aqua Utilities has shown they deserve an increase. Our address is 5010 S W 63rd Blvd., Gainesville, FL 32608.

Thank you,

Mrs. Burnita Henderson

P.S. My telephone number is 352 3790280

Now that's room service! Choose from over 150,000 hotels in 45,000 destinations on Yahoo! Travel to find your fit.

Ravonda Claitt

From: terisal@peoplepc.com
Sent: Monday, February 26, 2007 7:28 PM
To: Consumer Contact
Subject: DOCKET #060368

I am a resident of Arredondo Estates and we have Aqua Utilities. The water quality is very poor. We replaced the element in our hot water tank one year ago and are going to have to do it again soon because of all the sediments in the water. I don't think our meter was ever read. We replaced the plumbing in our home about 6 months ago. At that time the only shut off was at the meter. We had to dig under a pile of leaves and dirt in our neighbors' yard to even find the meter. It was obvious it had not been read in a very long time. We replaced a toilet last weekend - ditto. The meter was covered in dirt. We live on a dirt road and Arredondo is lovely, but certainly a blue collar area. Aqua Utilities has done little but take our money. They certainly don't show up for any service work. Again, the water is so poor that we started to buy all water we use to make coffee, tea or drink.

Let Aqua Source clean up the water and start to read the meters on a monthly basis so our bill is accurate, then talk about more money.

Teri and Cliff Salomon

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07 FEB 27 PM 3:58
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Consummers

Timolyn Henry ORIGINAL 060368

From: Ruth McHargue
Sent: Wednesday, February 14, 2007 4:17 PM
To: Timolyn Henry
Cc: Matilda Sanders
Subject: FW: increase water

Please add to the docket file.

-----Original Message-----
From: Angie Calhoun
Sent: Wednesday, February 14, 2007 3:50 PM
To: Ruth McHargue
Subject: FW: increase water

To CCA
-----Original Message-----
From: sandyfelder@bosshardtrealty.com [mailto:sandyfelder@bosshardtrealty.com]
Sent: Tuesday, February 13, 2007 6:27 PM
To: Consumer Contact
Subject: increase water

I would like to protest and complain about Aqua Utilities trying to increase our water rates.

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DOCUMENT NUMBER-DATE
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