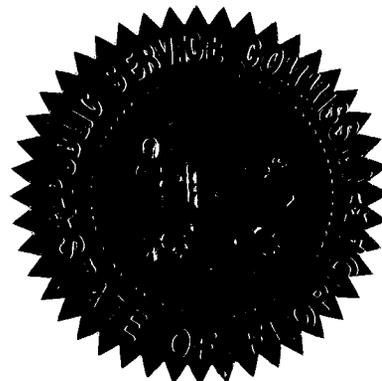


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368-WS

In the Matter of:

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.



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THE OFFICIAL TRANSCRIPT OF THE HEARING,
THE .PDF VERSION INCLUDES PREFILED TESTIMONY.

PROCEEDINGS: MOUNT DORA SERVICE HEARING

BEFORE: COMMISSIONER KATRINA J. McMURRIAN
COMMISSIONER NANCY ARGENZIANO
COMMISSIONER NATHAN A. SKOP

DATE: Wednesday, June 27, 2007

TIME: Commenced at 6:00 p.m.
Concluded at 9:25 p.m.

PLACE: Mount Dora Community Center Auditorium
520 Baker Street
Mount Dora, Florida

REPORTED BY: JANE FAUROT, RPR
Official FPSC Reporter
(850) 413-6732

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

1 PARTICIPATING:

2 KENNETH A. HOFFMAN, ESQUIRE, Rutledge Law Firm, P.O.
3 Box 551, Tallahassee, Florida 32302-0551, appearing on behalf
4 of Aqua Utilities Florida, Inc.

5 CHARLIE BECK, ESQUIRE, Office of Public Counsel, c/o
6 The Florida Legislature, 111 W. Madison Street, Room 812,
7 Tallahassee, Florida 32399-1400, appearing on behalf of the
8 Citizens of the State of Florida.

9 ROSANNE GERVASI, ESQUIRE, FPSC General Counsel's
10 Office, 2540 Shumard Oak Boulevard, Tallahassee, Florida
11 32399-0850, appearing on behalf of the Florida Public Service
12 Commission Staff.

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P R O C E E D I N G S

1
2 COMMISSIONER McMURRIAN: Good evening. This service
3 hearing is called to order. I want to welcome you all here
4 tonight. I'm Katrina McMurrian, a Commissioner with the
5 Florida Public Service Commission. And to my right is
6 Commissioner Nancy Argenziano, and to my left is Commissioner
7 Nathan Skop.

8 Again, we're very glad that you all took time out of
9 your schedules to be here with us tonight and tell us about
10 your concerns and issues with Aqua Utilities, Florida. And
11 feel free to talk to us about any of your concerns, whether
12 it's with respect to metering and billing, just customer
13 service issues, or about the rate increase request in general.
14 We're here tonight to hear from you, and we look forward to
15 your testimony.

16 We will have a few things to take care of before we
17 get to that, but we will try to go through it pretty quickly so
18 that we can get on to hearing from you, because, again, that is
19 why we are here. Thank you for coming.

20 Commissioner Argenziano wants to make a few opening
21 remarks, and then Commissioner Skop does, as well. So I will
22 turn it over to Commissioner Argenziano.

23 COMMISSIONER ARGENZIANO: Hi. Thank you for being
24 here. It's very important that you are here for us to
25 determine and make serious decisions regarding these issues

1 that are before us. We need to hear from you. It's your
2 Public Service Commission. I'm just one of five of your
3 Commissioners who works for you. I'm a recently appointed
4 Commissioner. I did serve in the House of Representatives and
5 the Senate for 11 years, so now I'm in this position, but I
6 want to hear from you.

7 And while we know that the utilities are very
8 important to us in the State of Florida, we need them here to
9 serve us whether it be electric, or water, or telephone, or
10 whatever it is that we have jurisdiction over, we need to make
11 sure that it is done in a fair way and that they are allowed to
12 make, of course, a profit as long as it is done in a fair way.

13 But I'm interested from hearing from you what kind of
14 service you are getting, as the Commissioner mentioned, the
15 customer service that you are getting, the quality of your
16 water and what your particular issues are. And, of course,
17 your position on the rate increase proposal. But I'm glad to
18 be here serving the people of the State of Florida in the
19 Public Service Commission.

20 And yesterday was my first service hearing in Oviedo.
21 And I did hear from a lot of consumers, and I do have a lot of
22 concerns, so I'm looking forward to taking your issues back
23 with me to Tallahassee before we make any decisions.

24 So thank you for being here.

25 COMMISSIONER SKOP: Good evening. My name is

1 Commissioner Skop. And I, like Commissioner Argenziano, are
2 two of the newest Commissioners appointed by Governor Crist.
3 And echoing Commissioner Argenziano's comments, it is
4 important, extremely important to have the consumers come out
5 and give testimony, particularly with respect to the quality of
6 service that they are receiving and any consumer-related
7 problems that they are having with their utility service.

8 And in that regard, if any of you happen to have any
9 documents that you brought for us, for instance, bills, or
10 concerns, or notices that you have received, we would love to
11 have those. And if you come up to speak and you wish to offer
12 those into evidence, staff will be able to do that for you, and
13 that's the exact type of information we need to help identify
14 problems whether they be related to service quality, or
15 customer service issues, and also to allow us to consider that
16 input in considering the rate case before us.

17 So, again, I welcome you here this evening, look
18 forward to attentively listening to your comments, and greatly
19 appreciate your time.

20 Thank you.

21 COMMISSIONER McMURRIAN: Thank you.

22 Now, staff counsel, would you please read the notice.

23 MS. GERVASI: Thank you.

24 Pursuant to notice, this time and place has been set
25 for a customer service hearing in Docket Number 060368-WS,

1 application for increase in water and wastewater rates in
2 Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm
3 Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and
4 Washington Counties by Aqua Utilities Florida, Inc.

5 COMMISSIONER McMURRIAN: Thank you, Ms. Gervasi.
6 Now, let's take appearances of counsel.

7 MR. BECK: Good evening. My name is Charlie Beck,
8 I'm with the Office of Public Counsel.

9 MR. HOFFMAN: Good evening. My name is Ken Hoffman,
10 I'm an attorney, I represent Aqua Utilities Florida, Inc.

11 MS. GERVASI: And I'm Rosanne Gervasi, appearing on
12 behalf of the Commission.

13 COMMISSIONER McMURRIAN: Thank you.

14 I would like to briefly introduce a few of our other
15 staff people that are here.

16 The first I'll introduce Jane Faurot, who is our
17 court reporter. She will be transcribing everything that is
18 said this evening, so that we will have everything in the
19 record. Your remarks will be in the record.

20 Marshall Willis, Cheryl Banks, and then Mr. Tom
21 Walden is in the back of the room. Those three are our
22 technical staff experts on the case. They will be looking into
23 the accounting and engineering issues in this case, and will be
24 making a recommendation to the Commission at a later point in
25 the case.

1 Ms. Bev DeMello who's in the back of room, many of
2 you probably met when you signed up to speak. She is waving in
3 the back. If you have got any questions or things that you
4 want to talk to Ms. DeMello about, she can help you with any
5 concerns about how to contact the Commission. She has got a
6 lot of information on water conservation, energy conservation,
7 Lifeline, telephone service, those kinds of things. She's just
8 a very good resource, and feel free to talk with her about any
9 of those issues.

10 Of course, we've already introduced Ms. Gervasi, she
11 is the legal counsel for the Commission on this case. So if
12 you've got any issues with respect to legal issues, she's
13 definitely the one to talk to. And I probably should have
14 mentioned, on the front of your green handout there are a list
15 of staff phone numbers and contact information for the
16 Commission there. So feel free to refer to those, take those
17 back with you. If you've got questions after-the-fact you can
18 definitely contact any of the staff people.

19 Also, Ms. Sandy Simmons, who is in the back of the
20 room in the orange, she helps us with all logistical issues,
21 and getting this facility for us. And Mr. Anthony De Luise is
22 our public information officer, and I think he's somewhere in
23 the back of the room. I just wanted to recognize them.

24 Today's hearing is an official hearing that will be
25 transcribed and become a part of our official record, as I said

1 earlier. And as such, we'll need to swear you in before you
2 present your comments, and we'll take care of that in a couple
3 of minutes. Please note that your comments will be subject to
4 cross-examination. And all that means is after you get
5 through, some of us may want to ask you questions, whether it
6 is the Commissioners, or one the parties, or maybe the Office
7 of Public Counsel, or the utility might have questions to
8 clarify some of your comments.

9 I'm sure several of you signed up on the speaker
10 sign-up forms. If there is anyone who wants to speak and did
11 not sign up on the way in, Ms. DeMello is holding some up in
12 the back, so feel free to go sign up, and we would love to hear
13 from you. And Mr. Beck with the Office of Public Counsel will
14 be using those forms to call you in the order in which you have
15 signed up to speak to us today.

16 If you prefer not to make verbal comments at this
17 time, on the back of the green handout, you will notice that
18 it's addressed to the Commission, and on the other side of that
19 sheet there is a place for you to make comments. And, of
20 course, you can always send in a letter, additional comments,
21 and copies of your bills. And if you have neighbors or friends
22 who weren't able to be here tonight and they would like to put
23 comments in the docket, feel free to take extras of the green
24 sheets. Ms. DeMello has plenty of those, and we want to hear
25 from everyone who is affected by this. So feel free to grab

1 some more of those.

2 Before we get to the part where we hear from all of
3 you tonight, we will have a few presentations. We will have an
4 off-record presentation by the staff explaining the process
5 that we go through in dealing with these cases, and then we
6 will get back on the record and have opening statements from
7 the parties.

8 So, Mr. Willis, if you will go forward with the
9 presentation.

10 (Off the record.)

11 COMMISSIONER McMURRIAN: Now we will go back on the
12 record, and we will have brief opening statements from the
13 parties.

14 Mr. Hoffman, with the utility, and then followed with
15 Mr. Beck with the Office of Public Counsel.

16 MR. HOFFMAN: Good evening, again. I'm Ken Hoffman,
17 as I said before, and I am the attorney for Aqua Utilities.
18 This is a big case. It is 80 systems, as Mr. Willis mentioned,
19 spread throughout 15 counties across the state of Florida.
20 It's a complicated case. It's a technical case. When we get
21 to the technical hearing, the Public Counsel's Office will be
22 putting on witnesses, the company will be putting on witnesses,
23 and will be talking about all kinds of regulatory terms and
24 numbers and so forth and so on. But what really concerns you,
25 I would guess, in my judgment, would be the level of the

1 increase that you are seeing and the quality of the service or,
2 perhaps, in your mind, some of the concerns with the quality of
3 service that the company is providing. And as I will talk
4 about a little bit more, that is really the main reason why we
5 are here tonight.

6 But we can't overlook the fact that rate cases are
7 about prices and about service. And just speaking for the
8 company as their lawyer, I am well aware, having sat through a
9 number of these customer service hearings, that those are two
10 threads that are running through the minds of a number of our
11 customers, and that this company needs to be very mindful -- if
12 it wants to be a long-term corporate citizen in this state --
13 that it needs to be mindful and make improvements of, number
14 one, its service and be very mindful of its prices. Although I
15 will say at the same time that certain investments are
16 necessary to provide a certain level and quality of service and
17 that our position is, and I think the law is, that the company
18 is entitled to at least the opportunity to recover those
19 investments, if they are prudent investments, and a reasonable
20 level of operating expenses.

21 Now, having said that, let me step back and tell you
22 that this company and the systems that are involved in this
23 case, those 80 systems have not been involved in what I would
24 call a full-blown rate case for over ten years, a formal rate
25 case in front of the Public Service Commission or in front of

1 the county regulator.

2 Now, we have had some questions about that in the
3 last service hearings because people are coming up and they are
4 saying, wait a second, the lawyer said you haven't had a rate
5 increase. We have had a rate increase. And what that has been
6 is that under the law the way that the statutes are set up, the
7 statutes allow a water and sewer utility that is regulated by
8 the Commission to come in under a mechanism that's established
9 by the Legislature and basically get an inflation increase for
10 their operating expenses. And this company and its
11 predecessor, Florida Water, have done so over the course of the
12 last ten years. But the company has not been in, these systems
13 have not been in for a full-blown rate case in that time.

14 As I'm sure most of you are aware, sort of the new
15 company in town is Aqua Utilities, and Aqua Utilities has a
16 parent corporation, Aqua America. Since Aqua America has come
17 into Florida and purchased the old Aqua Source properties and
18 the Florida Water properties, Aqua Utilities will have invested
19 almost \$22 million through December of 2007, which I should
20 point out the calendar year 2007 is the year that has been
21 accepted by the Commission only for the purpose of calculating
22 what the final rates should be. That's the so-called test
23 year.

24 If you look at 2005 and 2006 and projected through
25 the end of this year, Aqua Utilities will have invested almost

1 6.5 million in water infrastructure, about 10.5 million in
2 wastewater infrastructure, and about \$1.4 million in general
3 plant, buildings, and facilities. So our position is that a
4 rate increase is necessary to give us the opportunity to
5 recover those additional investments and our reasonable
6 operating expenses. And without rate relief our returns, as we
7 have calculated them, are clearly deficient. Without rate
8 relief we are showing an overall rate of return at a negative
9 6.7 percent on the water side and a negative 6.2 percent on the
10 wastewater side.

11 Now, let me talk a little bit more about the
12 particular counties that are encompassed by this particular
13 service hearing, which are Lake County, Orange County, and
14 Sumter County. In Lake County through the end of 2007, the
15 company will have spent nearly \$3 million on various types of
16 capital improvements, including water treatment plant upgrades,
17 water tank rehabilitation, and the replacement of deteriorating
18 pipe. In Orange County, the amount is about 500,000 for
19 similar types of improvements. In Sumter County we will have
20 invested about \$150,000 on upgrades that include rehabilitating
21 the sand filters at the water treatment plant to improve the
22 water quality.

23 Now, as I mentioned when I first got up here, rate
24 cases are about prices and service. And I've talked about the
25 company's investments, and the Commission is ultimately going

1 to have to make that decision. They are going to have to look
2 at all the evidence, they are going to look at the presentation
3 of the company's witnesses and the company's exhibits, the
4 Public Counsel's witnesses and the Public Counsel's exhibits,
5 and the staff will also be presenting testimony, and they are
6 going to have to take that all in and make their decision.

7 But in the meantime, here we are tonight. And the
8 purpose tonight, as you have already heard, is to hear from
9 you. We have been at the prior service hearings obviously and
10 we are listening to our customers. And, again, I can tell you
11 on behalf of the company, this company is committed to
12 rectifying and resolving the complaints that we have heard,
13 which has including metering and billing complaints at every
14 service hearing. So we're aware of that. We know we have got
15 to get the pot right, so to speak, on that particular customer
16 service issue, and we are committed to doing so.

17 From a more formal standpoint, as a part of the whole
18 process the company after all of the testimony from you and the
19 others who have spoken at the service hearing is in, we will be
20 filing testimony addressing how we are addressing those
21 problems and our commitment to fix them.

22 Let me just finish up and say I appreciate the fact
23 that you folks took the time to come here tonight. I'm sitting
24 over here; I'm listening; I'm taking notes. The president and
25 chief operating office of Aqua Utilities is Jack Lihvarcik, he

1 is here. He is listening; he is taking notes; he is available
2 to talk to you during the breaks, at any time after the hearing
3 as long, as we need to to address your particular concerns.

4 Thank you.

5 COMMISSIONER McMURRIAN: Thank you.

6 Now Mr. Beck.

7 MR. BECK: Thank you, Commissioner.

8 Good evening everyone. My name is Charlie Beck, I'm
9 with the Office of Public Counsel. And I won't take long, but
10 I would like to take a moment to explain what our office is and
11 how we fit in the process.

12 In this case, Aqua has filed a rate case and the
13 Commission will be acting as the judge in the case. They sit
14 in the middle and make the final decision. Our office is
15 completely independent of the Public Service Commission, and we
16 have been charged by the Legislature to represent your
17 interests independently in cases before them. We appear as a
18 party, just as the company does. We will be presenting expert
19 testimony in the case addressing the testimony that the company
20 has presented. We will cross-examine their witnesses, we will
21 make arguments to the Commission, we will file briefs, as they
22 said, and if we think it is appropriate we have the authority
23 to appeal the Commission's decision to the court.

24 We are doing everything we can to oppose the rate
25 increase that the company has made in this case. For months

1 now we he have been engaging in discovery. Mr. Willis
2 mentioned some of the things they're been doing. We are
3 independently serving interrogatories, requests for production
4 of documents on the company. We have served literally hundreds
5 of them.

6 We have retained expert witnesses. One of the firms
7 we have retained will be looking at all the regulatory issues
8 and accounting issues. One of the areas that this company
9 specializes in is affiliated interests. When Mr. Hoffman tells
10 you that the company is earning a negative return, it is not
11 quite as simple as you might think. Aqua Utilities of Florida
12 owns 80 systems here. They are, in turn, owned by Aqua
13 America. Aqua America has an affiliate called Aqua Services,
14 and they charge a host of administrative fees, management fees
15 to the company that find their way into the financial
16 statements of individual systems. So we are going all into
17 that. We will be having expert testimony, I think, that will
18 be critical of some of the allocations that they have
19 presented.

20 As well as that, of course, we look at the
21 reasonableness and the prudence of all of their costs. We have
22 also hired an engineering firm. It's an international firm and
23 it has an office in Orlando. They have gone around and looked
24 at every system and they will be looking at the reasonableness
25 of what they have done, whether the projects they have taken

1 are prudent and necessary and reasonable, as well as looking at
2 what portion of the system serves you. Because under the
3 statutes the Commission looks at the portion of the systems
4 that actually provide service so that you are not paying for
5 buildouts for future customers.

6 Your testimony is very important to the Commission,
7 and if you have comments, as Mr. Hoffman said, we have had a
8 lot of comments about billing and service, please come up and
9 tell us about that. The quality of the service that a company
10 provides is an important element of the case, and the
11 Commission takes that into consideration when they determine
12 the rates of the company. So, what type of service you are
13 getting from the company, if you have any billing issues, the
14 customer service, please come and tell us about it because it
15 is important and it makes a difference. Again, thank you for
16 coming here this evening and we look forward to hearing from
17 you.

18 COMMISSIONER McMURRIAN: Thank you very much,
19 Mr. Beck.

20 Now we are at that part of the hearing where we will
21 hear from you. And as I mentioned, I will need to swear
22 everyone in. We will do that as a group. So if everyone who
23 has signed up to speak or intends to speak tonight would stand
24 with me and raise your right hand.

25 (Witnesses sworn collectively.)

1 COMMISSIONER McMURRIAN: Thank you.

2 As I said earlier, Mr. Beck will call your name one
3 at a time based on the order that you signed up. And please
4 remember when you come to the microphone, it will be helpful to
5 us if you would state your name. If you have got a difficult
6 last name or difficult to spell, if you would spell it for us
7 that may be helpful. Give us your address. And if you can
8 tell us which system you are served by, or at least the
9 neighborhood in which you live so that we will be able to tell
10 that and be able to follow along with your particular system's
11 issues in the sheets we have before us, that will be helpful.
12 And the more specific you can be about the location and things,
13 that just helps us in trying to make sure we get your concerns
14 addressed.

15 The company will be following up. We have asked the
16 company to follow up on a lot of the customer concerns we have
17 been hearing throughout these service hearings in several
18 locations. And, again, the more specific you can be the more
19 helpful it is to us to follow up on your concerns.

20 So with that -- oh, the other thing, I think
21 Commissioner Skop mentioned, too, if you have things that you
22 would like to submit as exhibits, if it's copies of your bills,
23 let us know and we will mark that for the record. And if it's
24 something that we can keep and mail back to you, if we need to
25 make copies then we can do that. Just let us know how you

1 would like us to handle that. We would be glad to take any
2 exhibits that you have. And with that, I will ask Mr. Beck to
3 call our first witness.

4 MR. BECK: Thank you, Commissioner. The first
5 customer to testify this evening is Jean Hagerty.

6 JEAN HAGERTY

7 appeared as a witness and, swearing to tell the truth,
8 testified as follows:

9 DIRECT STATEMENT

10 MS. HAGERTY: Hello. My name is Jean Hagerty, with
11 one G. I live at 31650 Imperial Drive, Tavares 32778. My
12 service area is Imperial Mobile Terrace.

13 I always like to come out when the circus is in town,
14 the Florida Public Service Commission three-ring circus. The
15 Public Counsel over here, and the utility company over here,
16 and in the big three ring, or the big center ring, the FPSC. I
17 first got hooked on the circus in 1993. That year the PSC
18 approved an 87 percent water rate increase for Imperial Mobile
19 Terrace. That was followed in 1996 by an additional 106
20 percent increase. Minneapolis Power and Light shareholders
21 were thrilled.

22 The point is our rates are already out of line. And
23 I'm not talking about the interim rates, I'm talking about the
24 rates we have been paying for years that have been out of line.
25 I used to kid the Public Counsel, Jack Shreve, about the fox

1 got in the hen house. That's another book.

2 Aqua Utilities bought a pig in a poke and now they
3 expect us, the customers, to bail them out. Aqua talks about
4 anticipating and planning for growth. There are no vacant lots
5 in Imperial Mobile Terrace. Perhaps Aqua didn't realize the
6 very low water usage Florida customers have been preached to
7 use. Also, a good many Aqua customers aren't here in the
8 summer. Bummer.

9 Aqua talks about old systems and cash flow
10 allowances. That was discussed this morning, and I'm sorry to
11 say it went right by me. No one ever bailed me out when there
12 was low cash flow. A customer complained this a.m. about the
13 \$20 worth of worms that Aqua utility killed. That I
14 understood. What I didn't understand was why if he can afford
15 \$20 for worms for his compost pile, why he was here complaining
16 about rate hikes. Over 100 percent increase in my base
17 facility rate is robbery. My June 2007 bill with interim rates
18 was \$22.21 for 2,100 gallons, which includes the base facility
19 cost. And Aqua tells me they want 21.38 just for the base
20 facility alone.

21 Yes, I just said I use 2,100 gallons last month.
22 Aqua doesn't want me and my kind for customers. We are all a
23 bunch of old fogies that toe the line when it comes to
24 conserving water. My husband and I put in a pine bark yard
25 when the rates went sky high in 1993. Most of my neighbors are

1 either on canal or have shallow wells for lawn irrigation. So
2 I imagine Imperial Mobile Terrace is a real loser on the Aqua
3 books.

4 My main question, which did not come this morning, is
5 why the huge amount of \$3.89 per thousand gallons in the
6 interim rates when Aqua is asking only 2.27 in the final rates.
7 I don't understand that. Why for a few months do we have to
8 pay 3.89 when in the end they hope to get 2.27? But there's a
9 lot of things I don't understand.

10 I am asking you, the Public Service Commission,
11 please survey this area for the going rates per gallon cost in
12 base facility rates, and a good many of those base facility
13 rates include the first 2,000 to 3,000 gallons of water. That
14 is probably a minor figure, but still in all, it all adds up.
15 So, thank you for your attention. Any questions?

16 COMMISSIONER McMURRIAN: Commissioner Skop has a
17 question.

18 COMMISSIONER SKOP: Thank you for coming this
19 evening. And your comments with respect to one question you
20 had about the interim rates, I would like Mr. Willis to briefly
21 explain those. Sometimes they do seem counter-intuitive,
22 but --

23 MS. HAGERTY: Well, I understand the part about if
24 the Public Service Commission doesn't approve them that we will
25 get a rebate. I understand all that. I just don't understand

1 the thinking about why they want 3.89 now and down the road
2 they only want 2.27.

3 MR. WILLIS: Sure, I can explain that. The rate you
4 are paying right now under interim is a rate based only on the
5 cost of your particular system, which is Imperial. What the
6 company has requested for is that county-wide rate I was
7 talking about earlier, that is where they taking all of the
8 Lake County systems and they are proposing to combine them
9 under one. Like I said, they were one giant system --

10 MS. HAGERTY: I can understand --

11 MR. WILLIS: -- with one rate.

12 MS. HAGERTY: -- the bookkeeping would be a lot
13 simpler.

14 MR. WILLIS: Well, because of that proposal, if that
15 proposal were approved, your rate would actually go down
16 because your system would actually receive a subsidy.

17 MS. HAGERTY: So it's a mathematical thing.

18 MR. WILLIS: It's a mathematical thing.

19 MS. HAGERTY: It doesn't make any sense to me.

20 MR. WILLIS: It may not, but look at it this way. If
21 the Commission did not grant the countywide rate and bundle all
22 of those rates together, and the Commission decided that there
23 was a need for an increase, your rate would probably be higher
24 than this on a stand-alone basis, higher than the 2.84. This
25 is just a company proposal trying to combine all the systems in

1 Lake County as if they were one system.

2 MS. HAGERTY: Well, I can't help but wonder, the poor
3 people in Florida are really taking it up one side and down the
4 other. I wonder who is going to clean the leached (phonetic)
5 people's toilets when we all move out of the state. That's it.

6 COMMISSIONER ARGENZIANO: Madam Chairman, may I just
7 add to that that some utilities rates may go down such as
8 Mr. Willis mentioned, some others may go up. So --

9 MS. HAGERTY: We haven't heard the end of this yet.

10 COMMISSIONER ARGENZIANO: But I would like to ask you
11 about your customer service. I heard what you said on the
12 rates. I have been taking notes. But I would like to know a
13 little bit more about how your quality of water is. If you
14 have needed to call the company what kind of --

15 MS. HAGERTY: The water is fine; the pressure is a
16 little difficult occasionally. That is usually around
17 supertime and that --

18 COMMISSIONER ARGENZIANO: Low pressure?

19 MS. HAGERTY: Yes, uh-huh. But I really have no
20 complaint about that, and it has been a long time since I have
21 had to call about anything, so I don't have anything there.

22 COMMISSIONER ARGENZIANO: Okay. Thank you.

23 COMMISSIONER McMURRIAN: Thank you very much, Ms.
24 Hagerty.

25 MR. BECK: The next customer is Lucy Wambsgan, if you

1 would like to testify.

2 LUCY WAMBSGAN

3 appeared as a witness and, swearing to tell the truth,
4 testified as follows:

5 DIRECT STATEMENT

6 MS. WAMBSGAN: Good evening. Respectfully, where do
7 I begin? Okay. I live at 1222 La Salida Way, Leesburg,
8 Florida 34748, subdivision Morningview. A total of about 35
9 houses. Tiny, tiny. Lots of money we're paying.

10 I want to go through, first of all, some questions I
11 may want to ask later because I do want to get them resolved.
12 But regarding some service. We're going to go through service
13 first. I believe it was in December, the 22nd of December --

14 COMMISSIONER McMURRIAN: Ma'am, I hate to interrupt
15 you, but I'm having trouble hearing you.

16 MS. WAMBSGAN: Okay.

17 COMMISSIONER McMURRIAN: I'm sorry.

18 MS. WAMBSGAN: The 22nd of December 2006 at 7:15 in
19 the morning, I called Aqua Utilities. Of course, there is no
20 local number here, or a 1-800 number for Florida. There is a
21 1-800, or 888 number, whatever to get New Jersey or
22 Pennsylvania. But since we are becoming so big in Florida and
23 we have all of this Aqua Utilities stuff, you would think they
24 would have someone you could talk to in Florida. Well, anyway
25 back to my story. I noticed a heavy chlorine content in the

1 water. I mean, unbreathable in your own home.

2 I was doing some laundry. I got up early, the coffee
3 was made from the night before, so the water was good in there.
4 My husband works out of town, so he was home for Christmas and
5 I was expecting company. The usual Christmas stuff people get
6 together with. Anyway, it was horrendous. The chlorine was
7 all over the place. And I looked in the washer and the washer
8 was brown. My husband's work clothes. He works in an office.
9 He is also a big man. He can't buy his shirts at Wal-Mart.

10 I called Aqua Utilities. I believe I was one of the
11 first to report it. My neighbor said they saw a geyser
12 shooting water, and they could smell something, and that
13 particular water treatment facility is right back of my house.
14 I don't know if I was exactly the first one who called, but
15 they didn't know anything about it. They said they would
16 contact someone. In the meantime it was like, well, I would
17 think that since I'm getting that kind of water from my tap,
18 and I'm telling you right now that if that was a bigger
19 community and people complained more, it would have made the
20 news. Because when I did call, it seemed like the person I
21 talked to downgraded the issue. I'm not saying the customer
22 service was wrong, the poor fellow probably didn't know what to
23 say. Here you are, you have got to contact someone in a hurry,
24 and that is a pretty serious problem.

25 Well, I waited and waited. My neighbor came over and

1 said her daughter burned herself in the shower. My other
2 neighbor burned his mouth. Of course, you couldn't get water
3 past his nose. It was unbathable, undrinkable, horrible.

4 I called back. No word yet. Finally, they did send
5 someone else out. There was no notification. Isn't there some
6 kind of law that you would have to notify somebody, a
7 neighborhood, some kind of statute or something? To disregard
8 the health and safety of that neighborhood. Not a sign, not a
9 customer -- a maintenance person running around to let people
10 know.

11 Finally, I called them back. You know, I called them
12 back. And, by the way, I can get written statements from my
13 neighbors to this. I called them back, and they said, well,
14 you can flush your water. And I said, well, all right. I
15 said, well, I'm going to let you know I will flush it, but I'm
16 going to wait. Who wants it waste water in Florida. What are
17 you going to do with it? It's in your lines. It's more than
18 in your lines, it is still in some lines underground.

19 So to make a long story short, my husband and I did
20 flush it with their permission. I mixed it with my well water,
21 so as not to destroy my garden, my lawn. I know it sounds
22 selfish. And I didn't put it in the storm sewer, but it did go
23 in my property and it was diluted.

24 Then finally I called them back. I said I demand
25 some kind of restitution here. You know, you charge me a base

1 facility price to bring that thousand gallons in. You charge
2 me a thousand to dump it down your system and, okay, I'll throw
3 the water away. Well, we will give you a credit. I called the
4 next month, no credit on my bill. The second month, no credit.
5 Third month, finally I got one; \$3.88, which was their flushing
6 fee. That was the particular rate at the time for that month
7 for that water. But, you see, I didn't use that water. I had
8 to pay for it.

9 Where's the fairness? It seems to me like their
10 accounting department has to think things over. Like what
11 would be good for this particular subdivision? Well, it is
12 just 35 houses. Well, this subdivision, man, we've got a
13 hundred and something over here. Well, maybe you've got
14 50 over here. Okay. And the story ends. I do have some
15 documentation on that.

16 Also, on the base rate. My base rate for this past
17 month, the June bill, my total bill was \$168.13. The water
18 base facility charge for 4,600 gallons is \$60.45, for 4,600
19 gallons. The total bill, like I said, was 168.13. Now, my
20 neighbor's bill, the June bill, 9,100 gallons. The water base
21 facility charge, \$24.19. Seem a little strange? I can't
22 figure it out. And, of course, I use less water, so I'm
23 charged \$60.45.

24 Tell me with the state of Florida and the situation
25 we are in, where is the reward for conservation of water? I

1 might as well say to myself, well, if my neighbor is going to
2 have 9,100 gallons and she can do all of her laundry whenever
3 she needs to and have her grandchildren over and whatever, and
4 her base rate was only 24.18, I shut down my system, oh, full
5 loads and everything, energy efficient everything, and I have
6 to pay \$60.45. Where -- I don't understand that at all. So,
7 anyway, there is a water complaint and a bill complaint and a
8 customer service complaint.

9 I want to go on. I could have many other things, but
10 I don't want to take up good time from these other good people.
11 Let's just go over the few things here that I'm concerned about
12 also. Inflation. This company, I think, has got too big for
13 it britches, especially in the state of Florida. We have many
14 regulations regarding water conservation, fines. Inflation for
15 this company, I understand they want to be big. They want to
16 make a profit. Well, you know, no one in here (inaudible) for
17 the City of Leesburg. The City of Leesburg attempted to buy
18 that water facility in Morningview, but couldn't because Aqua
19 Utilities is licensed to hold it. You can't buy somebody's
20 house that is not for sale.

21 So we can't help ourselves. The City of Leesburg --
22 I'm not even sure you can even help yourself in some of these
23 divisions by having your own well or your own sewer. It is not
24 going to fly. It's close to lakes. You know, not to mention
25 fees if it is even possible. The City of Leesburg has extended

1 its water service all the way down 27 through Plantation. All
2 that new growth down there. We got this notice in the paper
3 the other day, the City of Leesburg will increase its electric.
4 Everybody is increasing. You know, utilities are increasing.
5 Everything is increasing. Tell me where the customer is
6 getting any more of this cost of living raise. Where are we
7 getting any more resources to pay for all of these companies
8 that want to be a little bit bigger and a little bit greedier,
9 or pay for their mistakes they've made. That's irritating to
10 me.

11 Again, the chlorine problem, I'm irritated about.
12 Also, they did water -- they did some work on the water main
13 break on the 19th of June. A red tag on our doors. Word of
14 mouth two or three days. But I haven't trusted word of mouth
15 (inaudible) we have to wait for written notice. Some kind of
16 notice. To this day it's still not clear to drink. On several
17 occasions, all during the chlorine thing, you can't drink the
18 water, and no notification there. You can't drink water now.
19 Well, that's okay, we will be reasonable. The customer is
20 always supposed to be reasonable, but these rates, I'm telling
21 you. I mean, I have my other bills and they are quite a bit
22 different.

23 I mean, the one -- here is one for 6,900 gallons for
24 myself in January charging rate base of 45.79. Okay. So that
25 is before the interim rate, but the difference between my

1 neighbor's bill and mine, are you telling me that if you use
2 more water your base rate is going to be lower? Okay. Maybe
3 this is a mistake. This is under the new stuff.

4 With that, I am going to say I really am disappointed
5 because Florida has a problem with growth anyway. It's great,
6 we want the growth, but we better be careful what we're doing
7 here. You're going to have rates all over and people aren't
8 going to be able to afford it. Even the snowbirds. Well, they
9 don't care because they are going to be here just a little
10 while and then they go back home. Really, the future I'm
11 talking about. This is no way to save the state and your water
12 and the utilities going up.

13 I guess that's all I have to say. Everything else
14 will be in writing to the PSC. Thank you.

15 COMMISSIONER McMURRIAN: Ma'am, I do have a few
16 questions, and I think the other Commissioners will, as well.
17 I wanted to -- I would like to see those bills, but I will hold
18 off on that for a second in case you need to refer to them. I
19 wanted to ask you more about the base charge. For one, the
20 base charge, if I'm correct, shouldn't be changing based on
21 your usage at all. The base charge should stay the same no
22 matter what water you use. And what you mentioned about your
23 base charge and your neighbor's base charge, are they labeled
24 on the bill as a base facility charge?

25 MS. WAMBSGAN: Yes, ma'am.

1 COMMISSIONER McMURRIAN: We would like to see those,
2 and we might have some questions. If you would like to submit
3 them as an exhibit, we can keep it or --

4 MS. WAMBSGAN: I would like to keep them.

5 COMMISSIONER McMURRIAN: Okay.

6 MS. WAMBSGAN: But I will give you copies or
7 whatever.

8 COMMISSIONER McMURRIAN: Okay. And if we even could
9 look at them now and perhaps ask you any questions, is that
10 okay, and then give them back to you? We can you do that, as
11 well.

12 MS. WAMBSGAN: Okay. Also, it is pretty antiquated
13 thinking. This is an old utility facility thing that we have
14 had in the past. I believe it holds true with electrical
15 service, water, utilities in general. To me it's antiquated
16 thinking. The less you use in the past, the less you use
17 electrical or whatever, it would be charged a little higher
18 rate, okay. I don't know if they do that anymore. I haven't
19 done that kind of checking into things, but that seemed to be
20 pretty much the norm in the past. The less you use, a little
21 more -- the higher the rate. The more you use, you get a
22 little bit lesser rate. But if you are over a certain amount
23 then you are going to pay more, lots more.

24 But to charge somebody that is using a low amount a
25 high price like that, number one, you are discouraging the

1 customer. Number two, it gives the utility a bad name when
2 somebody says look what I pay. And, number three, it is
3 antiquated thinking because it doesn't encourage conservatism.
4 So, thank you very much for the opportunity to speak, and I
5 will provide you with this and whatever information I can give
6 you.

7 COMMISSIONER McMURRIAN: Well, I think, if you don't
8 mind, could we take a look at your bills now?

9 MS. WAMBSGAN: You sure can.

10 COMMISSIONER McMURRIAN: If you will hand them to
11 Mr. Beck, because we may want to ask you some questions about
12 them. And then we can give them back to you. And if you would
13 like to send us copies later, that's fine.

14 MS. WAMBSGAN: Now, these two are from my neighbors,
15 these are my neighbors. And these are mine.

16 COMMISSIONER McMURRIAN: While we are looking through
17 those, I did want to get your last name, and then Commissioner
18 Argenziano has a question, too.

19 MS. WAMBSGAN: I also hoped this chlorine issue would
20 be -- because that is pretty devastating. I just think it is
21 blatant disregard. They should have had somebody out there
22 saying hey, fellows, ladies, we're sorry.

23 COMMISSIONER ARGENZIANO: A question on the chlorine.
24 Is it a continuing problem at certain times have you noticed
25 more than others?

1 MS. WAMBSGAN: No. Once in awhile you have it, but
2 we understand that. We are very understanding people. This
3 was horrible levels. I'm sure they are going to dispute it. I
4 should have boxed up all of my husband clothes and mailed it to
5 them. I'm sure they wouldn't take care of the cleaning bill.
6 What difference does it make? \$3.88, you know, that is a big
7 deal to me, right?

8 COMMISSIONER ARGENZIANO: And that was on
9 December 22nd, 2006?

10 MS. WAMBSGAN: Yes, ma'am.

11 MR. BECK: Ms. Wambsgan, when they had the chlorine
12 issue --

13 MS. WAMBSGAN: That was when --

14 MR. BECK: When they asked you to flush your house,
15 do you know whether the company came out and flushed their
16 lines, as well, or do you know?

17 MS. WAMBSGAN: I believe they said they did, but the
18 water was still in our lines. It was an option that we could
19 flush our lines if we wanted to. Otherwise just use it up, run
20 it.

21 MR. BECK: Did you have a chance to talk to your
22 neighbors, do you know if they got that credit also?

23 MS. WAMBSGAN: No, they never got the credit because
24 they didn't call it in. They didn't complain, so they didn't
25 get it. In other words, if you complain you might get

1 something, but the squeaky wheel gets the grease and not much
2 of it.

3 MR. BECK: Do you know how they determined your
4 credit of 3.88?

5 MS. WAMBSGAN: Yes, it was on the old rate per 1,000
6 gallons.

7 MR. BECK: 1,000 gallons?

8 MS. WAMBSGAN: On the old rate.

9 COMMISSIONER ARGENZIANO: If I could ask a question
10 of staff quickly. Since I'm new I would like some
11 clarification. Are the utilities allowed to charge a higher
12 rate for the least usage? I mean, I know a lot of water
13 management district all over the state are preaching
14 conservation and inverted rate structure, when you use more you
15 get charged more. Is that allowed, or is it something that we
16 have no control over?

17 MR. WILLIS: Inverted rate structures?

18 COMMISSIONER ARGENZIANO: No. I mean, the opposite,
19 it seems to me, is taking place here. The woman is a low water
20 user, and she is saying the company is charging a rate that is
21 higher for the lower user. And it seems to me that through the
22 whole state the water management districts are telling people
23 to conserve water and suggesting that you go to the inverted
24 rate structure where if you use more you get -- if you use more
25 you get charged more.

1 MR. WILLIS: Correct.

2 COMMISSIONER ARGENZIANO: So is that happening? Are
3 private water utilities --

4 MR. WILLIS: What's happening here is you have a base
5 rate and a gallonage rate. And if you use more gallons and you
6 divided those number of gallons among what you paid in the base
7 and the gallonage rate, you would pay less for more gallons,
8 basically, because of the flat base rate in there.

9 COMMISSIONER ARGENZIANO: Okay. So then it basically
10 goes against everything that the Legislature and the water
11 management districts are telling people? I understand what
12 you're saying, I'm just trying to figure it out.

13 MS. WAMBSGAN: It's confusing, isn't it, when you try
14 to figure out the bills.

15 MR. WILLIS: The gallonage rate is the same no matter
16 how many gallons you use. When you factor in that flat rate in
17 there and then you try and do a total amount divided by the
18 gallons, of course the more gallons you use it is going to be
19 cheaper the more gallons you consume because the flat rate
20 doesn't increase.

21 COMMISSIONER ARGENZIANO: In other words, the company
22 is saying we need at least a flat rate from you, and if you use
23 less --

24 MR. WILLIS: Yes, ma'am. And that's quite common for
25 both municipal and privates charging a flat rate.

1 COMMISSIONER ARGENZIANO: And is that so that the
2 company can actually stay in business there?

3 MR. WILLIS: It's so they can cover their fixed
4 costs. When you have people who go back up north, there is at
5 least the base charge that is paid, and they can cover the
6 fixed costs they have to pay no matter whether water is used or
7 not.

8 MS. WAMBSGAN: So when a company leaves, we make up
9 the difference.

10 COMMISSIONER ARGENZIANO: One other question. You
11 made a mention about the City of Leesburg wanting to maybe
12 purchase --

13 MS. WAMBSGAN: They did; I called the city
14 commissioner, said they attempted at one time to try to do
15 that, to acquire it. It's only 36 houses, but you know the
16 growth is going to go there. So they are looking at
17 opportunities, too. Basically, a lot of subdivisions, if we
18 could get out from under -- but that seems unfair.

19 COMMISSIONER ARGENZIANO: The reason I asked is
20 because I thought the city really wanted to purchase that or --
21 not purchase it, but they are having real problems with it they
22 can -- staff, fill me in on how a city or a county would take
23 over a plant. I'm not saying that's the thing to do, but I
24 understand that maybe not through condemnation, but --

25 MR. WILLIS: They would have to do it through eminent

1 domain rights.

2 COMMISSIONER ARGENZIANO: It is eminent domain?

3 MR. WILLIS: They have the ability and they have
4 always had that ability, but there is a also a price that has
5 to be paid.

6 COMMISSIONER ARGENZIANO: And the consumer would be
7 paying for the facility, because they deserve a fair price for
8 their facility.

9 MR. WILLIS: Correct.

10 MS. WAMBSGAN: Thank you very much for allowing me to
11 speak.

12 COMMISSIONER SKOP: Ma'am, I have a few questions
13 with respect to the bill. And I'm trying to at least -- I have
14 spoken with staff and they have assured me they are going to
15 try and add some clarity, and certainly they would like to get
16 copies of this. But looking at your bill versus your
17 neighbor's bill, one of the first things that stuck out was
18 that you have a one-inch sized meter, and apparently your
19 neighbor has a 5/8ths sized meter. But in looking at the base
20 facility charge at the current rate, there appears to be some
21 sort of discrepancy in terms of the pricing, because the meter
22 size, what have you, and staff has informed me that they will
23 take a look at that, because I noticed that the May bills on an
24 apples-to-apples comparison, at least the sewer base facility
25 charge at the current rate is the same as your neighbor's, it

1 is just the water base facility charge is somewhat disparate
2 because yours is substantially higher for what is a small
3 increase in meter size. So I asked staff to take a look at
4 that, and that they have an interest in doing that.

5 MS. WAMBSGAN: Can I ask a question, too? I don't
6 understand what difference does it make the size of the piping.
7 Don't they only measure in gallonage?

8 MR. WILLIS: I can answer that.

9 The different meter size means that your meter is
10 capable of placing a higher demand upon the system than your
11 neighbor is. In other words, you could pull more water through
12 that pipe at one time than your neighbor can because they have
13 a much smaller meter. That's what the higher base charge is.

14 MS. WAMBSGAN: Yes, but that doesn't make any sense.
15 I may be able to pull more water, but I'm not, I'm pulling
16 less.

17 MR. WILLIS: Well, it's the fact that you are placing
18 more demand upon the plant than your neighbor is to pull the
19 water at the same time.

20 MS. WAMBSGAN: So whose meter is it, is it theirs?

21 MR. WILLIS: Yes.

22 MS. WAMBSGAN: Then they should change it.

23 MR. WILLIS: You could request a change-out and have
24 a smaller meter put in place.

25 MS. WAMBSGAN: What's in the calibration of all these

1 old meters then? Thank you very much.

2 COMMISSIONER SKOP: I would like to interject
3 something also, too. Because I'm looking at the service
4 addresses, and the service addresses are very similar.

5 Ma'am, has your meter been replaced recently to your
6 knowledge?

7 MS. WAMBSGAN: No, not to my knowledge.

8 COMMISSIONER SKOP: Is that the original meter that
9 may have been installed? And is your house size-wise
10 different, substantially different from your neighbor?

11 MS. WAMBSGAN: It's a good-sized house, but not much
12 bigger. Most of the houses are about the same size; two
13 bathrooms, kitchen, laundry, dishwasher, what else? You know,
14 I use well water for irrigation, and I do it twice a week if
15 not less. I'm the first one to conserve it. I don't
16 understand where we are going to get into all of this stuff. I
17 don't understand any of the petty stuff about size versus this
18 size. We are talking gallonage here. To me we're billing by
19 gallonage, you know, I don't understand that.

20 COMMISSIONER ARGENZIANO: I need clarification, too.

21 In other words, the energy required to pump the water
22 through a smaller pipe is what is costing the company more to
23 get to her house with the larger pipe.

24 MR. WILLIS: The energy? No, actually it's the
25 demand placed at the same time upon the system. In other

1 words, the system is capable of producing so many gallons per
2 minute. She can actually pull from a one-inch meter more water
3 in that minute than the neighbor can.

4 COMMISSIONER ARGENZIANO: Okay. I had it backwards.
5 Now, I've got it. But you just suggested that if she were to
6 ask for a smaller or different meter that that would change it.
7 Would that then change her base rate?

8 MR. WILLIS: Her base rate would go down to that of
9 the 5/8ths.

10 MS. WAMBSGAN: I can get that in writing and be
11 guaranteed it, right?

12 MR. WILLIS: Yes. Your base charge would go down,
13 but you might also notice that your irrigation doesn't work as
14 well because you won't be pulling as much water.

15 COMMISSIONER ARGENZIANO: But she uses her well.

16 MR. WILLIS: Oh, you pull it off a water pump?

17 COMMISSIONER ARGENZIANO: But her pressure could go
18 down.

19 MR. WILLIS: I'm not sure why you would have anything
20 but a 5/8th inch pipe and three-quarters inch meter anyway.

21 MS. WAMBSGAN: That's what was there.

22 COMMISSIONER ARGENZIANO: Just as a suggestion that
23 it may help you, since you are a lower water user, it may bring
24 your base rates down.

25 MS. WAMBSGAN: I really don't think if I'm looking

1 through Aqua Utility eyes that my base price will really go
2 down if I went through all of that. Not that much. I think we
3 have a problem with the prices and the way they are doing this
4 right now. I think it is too much to keep asking for the
5 permanent residents here in Florida to be constantly being --
6 look at the service we're getting. And, you know, you have to
7 call Pennsylvania and hopefully somebody will notify somebody
8 down here. In general, I'm disappointed. I don't like those
9 bills. I think those bills are showing they are unfair and it
10 is wrong to blame it all on meter size.

11 COMMISSIONER SKOP: Right. No one is blaming it on
12 the meter size, I simply am trying to address the concern that
13 you raised, and one of the first things that popped out was the
14 size. It's a process of looking at the apple-to-apple bills
15 for two very closely located service addresses and trying to
16 figure out that discrepancy that you rightfully identified,
17 because that is a huge discrepancy. And some of that may be
18 attributable to the meter size, because it is additional
19 capacity that you would be able to draw more gallons per minute
20 than the neighbor. But as staff has indicated, certainly it's
21 well within your right to have that meter replaced to a 5/8ths
22 meter, which should make the service charges the same as your
23 neighbor. But also, too, even doing that, I don't think would
24 address what may be a potential discrepancy in the amount that
25 we are seeing for a one-inch meter, because they need to check

1 that against the tariffs for a one-inch meter.

2 So there may be a billing issue, but with respect to
3 the billing issue itself, I just wanted to ask you one
4 additional question with respect to your January bill, which I
5 saw, and the gallonage went up by a couple thousand gallons to
6 6,900 gallons. During that time did you have, you know,
7 Christmas guests or something like that where you might be able
8 to attribute that --

9 MS. WAMBSGAN: Yes, I did. Yes, sir.

10 COMMISSIONER SKOP: -- to additional consumption,
11 because I just noticed that your usage history has been pretty
12 consistent, but then that one month it kind of spiked up a
13 little bit, so I just wanted to check and see. Because we are
14 very cognizant of metering and billing discrepancies, and we
15 have had, you know, numerous instances of sworn customer
16 testimony that has implicated types of issues of that nature.
17 So it is very important to us as it is for everyone in the
18 state that they do have instances where they have their bills.
19 That's what we like to look at to try and identify
20 discrepancies and see where problems might be occurring.

21 And I think you have rightfully identified a problem
22 that we need to take a look at, and staff is willing to do
23 that. So, again, not making excuses, not trying to blame it on
24 meter size, I'm just trying to simply answer your question and
25 get you a very concise complete answer that will answer the

1 question that you have presented. And I think part of it is a
2 meter issue, part of it is there may be a billing issue that
3 needs to be addressed by staff. So they will definitely take
4 these bills or try to get copies if you can provide them, and
5 take a look at that for you. Thank you.

6 MS. WAMBSGAN: Thank you very much.

7 COMMISSIONER McMURRIAN: And I will just say finally,
8 I think you can tell that we are going to be looking into the
9 issue. And I understand your frustration. You wouldn't have
10 known to ask about a 5/8ths inch meter. I wouldn't have known
11 that either, quite frankly, and I think we will be looking into
12 why you have a one-inch meter and about getting that changed
13 and how that works, and we will follow up on that. I realize
14 you wanted to hold on to your bills, but will you be able to
15 send copies to us?

16 MS. WAMBSGAN: I will be more than happy to, ma'am.
17 I have mentioned the chlorine that's dangerous and the
18 disregard there. The treatment of the small subdivisions.
19 Many issues here I hope that you really take very personally,
20 because I am pretty much representing that whole neighborhood.
21 And I can get written statements, if required.

22 COMMISSIONER McMURRIAN: Mr. Willis has a question.

23 MR. WILLIS: About your meter size, normally a
24 customer with a residential home would get a one-inch meter by
25 request. And I don't know if you have owned your house the

1 whole time, but maybe the prior owner had requested a one-inch
2 meter. If you want that meter changed out to a smaller meter,
3 and you believe that will meet your needs, we'll talk to the
4 company and have that done.

5 MS. WAMBSGAN: I have to have some guarantee that if
6 I do that, and I don't see major discrepancies again, because I
7 don't know if that is really going to solve the problem. To me
8 4,600 gallons is -- whether it comes through this much line or
9 that little one.

10 MR. WILLIS: Well, I'm just saying it will reduce
11 your base charge.

12 MS. WAMBSGAN: By that much? The base charge is
13 horrendously high. And you add that to a normal 4,000 gallons,
14 you are paying \$168 a month. You have a \$250 electric bill and
15 their rates are going up.

16 COMMISSIONER ARGENZIANO: Can I ask a question
17 pertaining to that? I think what staff is trying to -- Mr.
18 Willis is trying to say is that regardless of the outcome of
19 the rate increase, it may happen, it may not happen, we haven't
20 gotten there yet. We can help by requesting that your meter be
21 changed so that at least it comes down to where you are even
22 with your neighbor. Even though you may still consider that
23 high, there will be a reduction. That can be done, and we want
24 you to know that. Because down the line this rate hike -- I
25 hear what you are saying, too, you think it's high and the

1 rates are high, and besides the chlorine and everything else,
2 but I think what he is trying to say is if you request that
3 meter change you will see -- and it may not be a great deal, I
4 don't know, but it will get your base rate down. I think that
5 is what Mr. Willis is trying to get across.

6 MS. WAMBSGAN: Do we have an engineer here that can
7 rate the pressure versus the flow? What happens to my
8 pressure?

9 MR. WILLIS: I couldn't tell you what will happen to
10 your pressure at that point.

11 MS. WAMBSGAN: So Aqua Utilities is --

12 MR. WILLIS: Are you talking about if you switch to a
13 smaller meter?

14 MS. WAMBSGAN: Right, yes.

15 MR. WILLIS: You will receive less water. You will
16 receive the same quantity and pressure that your neighbor
17 receives.

18 MS. WAMBSGAN: Okay. So that is really not an issue,
19 not when I turn my faucet on.

20 MR. WILLIS: Normally it is not an issue. It is not
21 an issue when --

22 MS. WAMBSGAN: Well, for somebody that uses only
23 4,600 gallons.

24 MR. WILLIS: It should not be an issue for you at
25 all.

1 MS. WAMBSGAN: I didn't think so.

2 MR. WILLIS: Normally a person will request a
3 one-inch meter when they do a lot of irrigating, because they
4 want the extra quantity of water to be able to pull through.

5 MS. WAMBSGAN: Right.

6 COMMISSIONER McMURRIAN: Ma'am, Mr. Tom Walden, who
7 is standing in the back, he is our engineer on the case, and he
8 will be glad to discuss this in more detail with you and
9 explain, you know, what you can expect to happen if you change
10 the meter. And would you like us to take the bills back and
11 copy them in Tallahassee and send them back, or would you
12 rather hold on to them and send us copies?

13 MS. WAMBSGAN: What would you rather do? I don't
14 need them right now, but I would like to have them eventually.

15 COMMISSIONER McMURRIAN: That's what we have been
16 doing in the other cases is take them, and we will send them
17 back. We have got, of course, your address.

18 MS. WAMBSGAN: And my neighbors are there, too.

19 COMMISSIONER McMURRIAN: And your neighbors, too.
20 And it is okay if we hold onto them, then?

21 COMMISSIONER ARGENZIANO: Could I ask one more
22 question?

23 COMMISSIONER McMURRIAN: Sure.

24 COMMISSIONER ARGENZIANO: Do you know how your
25 neighbor's pressure is in the house?

1 MS. WAMBSGAN: It seems pretty good.

2 COMMISSIONER ARGENZIANO: Thank you very much.

3 MR. WILLIS: If you will just let Mr. Walden know
4 what you want to do.

5 COMMISSIONER SKOP: Just one follow-up on that. It's
6 just basically, you know, outside of what may happen in the
7 rate case or if you feel the rates are higher than they need to
8 be, that's a separate and distinct issue from having that
9 one-inch meter that may allow you to draw additional capacity
10 that you may not need. It's akin to having a fire hose to fill
11 your pool versus your garden hose. It is not really that --
12 that's probably a bad analogy, but you get the picture. You
13 have got more throughput with the fire hose than you do with
14 the garden hose, and you may not need that.

15 MS. WAMBSGAN: He may be able to explain to me. See,
16 it's 4,600 gallons no matter how I get it.

17 COMMISSIONER SKOP: Yes, ma'am. But, basically it's
18 a capacity issue.

19 MS. WAMBSGAN: Thank you very much.

20 COMMISSIONER McMURRIAN: Thank you. I am not sure
21 I'm pronouncing it right. Wambsgan, W-A-M-B-S-G-A-N. I
22 apologize for butchering your last name.

23 MS. WAMBSGAN: That's okay. Wambsgan.

24 COMMISSIONER McMURRIAN: Thank you, Ms. Wambsgan.

25 MR. REILLY: Commissioner, could we mark those bills

1 as a composite exhibit?

2 COMMISSIONER McMURRIAN: 82.

3 (Composite Exhibit 82 marked for identification.)

4 MR. BECK: And the next witness to testify is Sue
5 Miller.

6 SUE MILLER

7 appeared as a witness and, swearing to tell the truth,
8 testified as follows:

9 DIRECT STATEMENT

10 MS. MILLER: First of all, I think it's great that
11 you are willing to listen to us. That we have freedom of
12 speech in the USA. My name is Sue Miller. I live at
13 27942 Tammi, T-A-M-M-I, Drive, Tavares, Florida. I represent
14 my husband and I. We strongly protest the proposed rate
15 increase.

16 We have written to you people. We have neighbors
17 that have written to you people. I have looked at the six
18 cases of data that the Aqua Utilities sent to the county
19 library as, you know, reason for all this increase. So we all
20 know that water is a basic necessity, and I think we customers
21 are here because we are scared to death of what kind of an
22 increase we are going to have here.

23 We already practice low water usage in our household,
24 and so it's going to be difficult to reduce our usage further.
25 And we do understand that Aqua Utilities has made some

1 significant improvements in equipment in our area. However, we
2 find it hard to believe that Aqua Utilities is not already
3 making significant profit at their existing rates.

4 With people on fixed income, you know, this is
5 especially scary to us as retired people. There has been a
6 couple of things that has happened since this company has taken
7 over that I would like to mention. Some time back, and
8 probably when they were especially new, there was some problem
9 with the quality of the water, and they just put tags on the
10 door knobs telling us to boil the water. And there were people
11 that didn't get this information, and I just think that was a
12 poor means of notifying us in communication. And I couldn't
13 tell you the date, it was sometime back.

14 But one thing that has bothered me in the last, I
15 believe, four months, I have gotten double bills in the same
16 month, and I really didn't understand why. And I do pay all
17 the bills in our household, so I did contact a gentleman, and
18 he said, well, that was -- he said either ignore it, or he said
19 that was a mistake. But anyway, I ended up paying just one.
20 But I would like to know what their problem is with billing
21 procedures, and it wasn't that I didn't pay in a timely manner,
22 it was that I received a bill and before it was even -- the
23 time, you know, the due date, I received another bill that was,
24 you know, kind of double for a month. So, I did have a
25 question on why this happened.

1 And it did happen twice. And the second time I not
2 only called the company to find out which bill was correct,
3 what was going on, but I also sent a copy to you people as
4 verification of, you know, what's going on with my bill.

5 I just feel that we have to be here, the people that
6 are here, we have to be here, and there are many more that I
7 have talked to in our community. There is approximately 200
8 homes, more or less, in Venetian Village. Some have their
9 own -- some people have their own wells, but they are all
10 concerned, all very concerned about an increase. You know,
11 nothing goes down. Once something is raised up and you make a
12 decision on what the rate is going to be, then that's it. So
13 that is why we are here today to say, hey, look at this very
14 seriously. We think it is an outlandish request for the rate
15 increases, and we would like just more justification before any
16 approval is made with Aqua Utilities of Florida. Thank you.

17 COMMISSIONER McMURRIAN: Ms. Miller, I'm sorry, I did
18 have a question.

19 Ms. Miller, first, I want to ask you which system you
20 are in? You said that you are in Tavares.

21 MS. MILLER: Venetian.

22 COMMISSIONER McMURRIAN: Venetian Village? Okay.
23 And, secondly, with regard to the double bills in the same
24 month, you said that you called the utility and you ended up
25 just paying one, but it happened twice. What was your

1 experience with them when you called in? Were they responsive
2 and they took care of it pretty quickly or did you have trouble
3 getting through, just what was your --

4 MR. MILLER: Well, nowadays, you know, you click
5 this, press that, da-ta-da-ta-da, which is a pain in the neck
6 anytime. So it took awhile to get through. But then when I
7 did speak to someone that apparently knew about the billing
8 problem, and I don't have his name with me, he said -- well, I
9 don't remember if he said ignore the one or if he said it is
10 mistake. But, you know, he was aware of the problem, and I did
11 receive two bills before the money was even due, and then it
12 happened twice.

13 The first time I have to just guess, because I didn't
14 bring that with me. I would say maybe February, but then the
15 last time was May, and that's the time I decided to get
16 somebody to look into how they do their billing and what the
17 problem is. And one of my neighbors said he also got the same
18 problem.

19 COMMISSIONER McMURRIAN: Do you feel comfortable that
20 it has been resolved so that you didn't end up paying more
21 than --

22 MR. WILLIS: If I hadn't called, I would have just
23 paid both bills. You know, if I just absentmindedly paid
24 bills, I would have paid both of them and the company would
25 have had double money. I can't remember the amounts. I had it

1 with me. You know, maybe I thought, gosh, are they in
2 financial problems, are they double billing people to get some
3 people to pay, pay, pay? I don't know. I just paid one bill
4 because I did call.

5 COMMISSIONER McMURRIAN: But if you would like to
6 send us those bills that show us the double billing, we would
7 be glad -- you said that you had sent some of them to us, so
8 I'm sure we still have those, as well. And if there are any
9 others that you didn't share with us, we would be glad to look
10 at those.

11 MR. MILLER: I will be glad to do anything to resolve
12 the problem and it happening in the future. But, you know,
13 when it does happen, I'm going to call them, because it is an
14 error and I'm not going to pay that.

15 COMMISSIONER McMURRIAN: And, of course, always call
16 us if you need some help there.

17 MS. MILLER: Okay, very good. I appreciate that.

18 COMMISSIONER McMURRIAN: Mr. Beck has some questions
19 for you, too.

20 MR. BECK: About the double bill, was it for the same
21 time period, same usage, just the same bill twice?

22 MS. MILLER: I have those with me, but before I had
23 sent my amount in and then about the same day I received
24 another one that said you hadn't paid plus an additional cost.
25 I would just show it to you and maybe help you better

1 understand. I did bring one set with me.

2 MR. BECK: Could we take a look at that?

3 MR. MILLER: Certainly.

4 MR. BECK: Once again, would you mind if we entered
5 that in as an exhibit, or could we take them and mail them back
6 to you?

7 MS. MILLER: I usually keep my statements, but I will
8 just have to trust you to do it. Here is my letter that I sent
9 and the documentation that I'm talking about, so you can
10 certainly have these to look at.

11 MR. BECK: And the company never sent you a notice to
12 you or your neighbors telling you to disregard the old bill?

13 MS. MILLER: No.

14 MR. BECK: The onus was all on you?

15 MS. MILLER: Right.

16 MR. BECK: Thank you.

17 COMMISSIONER McMURRIAN: Just so you all know, the
18 court reporter actually holds onto all of these exhibits and
19 she makes sure they get back to Tallahassee. And doesn't she
20 look trustworthy?

21 MR. MILLER: She looks like she has got a big job.

22 COMMISSIONER McMURRIAN: Any other questions?

23 Well, thank you very much, Ms. Miller.

24 MR. MILLER: I always keep a record.

25 MR. BECK: I will give it back to you.

1 MS. MILLER: Okay, good.

2 COMMISSIONER McMURRIAN: Commissioner Skop mentioned
3 is anyone in need of a break? I just wanted to hold everyone.
4 Go ahead and call the next witness, Mr. Beck.

5 MR. BECK: The next customer is Ericka Skipper.

6 ERICKA SKIPPER

7 appeared as a witness and, swearing to tell the truth,
8 testified as follows:

9 DIRECT STATEMENT

10 MS. SKIPPER: My name is Ericka Skipper. I live at
11 11440 County Road 675, Webster, which is considered the Ward
12 subdivision. I have quite a few issues. One is a couple
13 months ago we had a problem with the water bill, and my husband
14 went out there to go and check the meter, and he pulled off
15 like this much of the leaves off of the top where they didn't
16 pull them off and check the meter. There is no way they did.
17 He called and complained. They were like, well, I don't know
18 what happened. There is no way they did it. I mean, it was
19 maybe the next day or the day after that that the leaves were
20 probably like an inch thick. They didn't bother to do it.

21 I have lived there since 2001. The water is not
22 drinkable. You smell pure bleach. When you brush your teeth
23 you smell it. When you take a shower you smell it. When you
24 wash your white clothes, you don't need any bleach. I mean, it
25 is just pure chlorine. If you call them they tell you, oh, we

1 are doing tests, we are doing this, we're doing that. The
2 water plant is right behind where my mom and dad -- we live
3 side-by-side, the water plant is right there. You might see
4 somebody back there once a month if you're lucky. People that
5 come to read the meters come around, drive around, you don't
6 ever see anybody getting out of the truck. So I don't know,
7 you know, how they are figuring on what they are doing.

8 We have always had -- in our neighborhood have had
9 the highest water bill around. We live like in between
10 Bushnell, where they have city water, and ours is like double
11 to triple the amount that theirs is. It's myself, my husband,
12 and I have a two-year-old. Our water bill was about 80 or \$90.
13 The water bill I got last month, the first one we got was 200
14 and something dollars, like \$240-something. My husband called
15 and said I think there is something wrong. You know, I need
16 somebody to come and take a look at it. Somebody came out,
17 like, a couple of days later, a few days later we got another
18 bill. It was \$287. They said, I'm sorry, we misread it. It
19 is more than what it was originally.

20 We have never done anything different. We don't have
21 a pool. We don't -- I bring my car to the gas station to have
22 it washed. We don't wash our vehicles. I mean, we drive brand
23 new vehicles. We are not washing the cars outside. We water
24 the grass. He does it, like, twice a week. He has it on a
25 timer, so it is not like it is just going and going and going.

1 We haven't done anything different from the time we moved there
2 until now for our water bills to be as high as it is. And it
3 is unbelievable.

4 I mean, we had a county commissioner meeting last
5 month. We went there and they told us that they were going to
6 have hearings and so on and so on, and they were like
7 unbelievable. The commissioners didn't even understand the
8 whole concept of how our water bills could be so much. It was
9 \$287. So if I have got to pay \$287 between now and December
10 before something gets done, that's ridiculous. I mean, it just
11 keeps going up and up. Just our base charge for the water and
12 sewer is \$80-something just for the base charge, and then that
13 is not including the gallonage and whatever else that they add
14 onto it, and it is just making it unbelievable.

15 I would say 80 percent of the people that live there
16 are all retirees. We are probably one of the youngest groups
17 there, and I'm 27. But the people that get the fixed Social
18 Security and stuff like that, if they have to pay a water bill
19 like I do, they are not going to be doing nothing. I mean, by
20 the time I pay \$300 for my water and then pay your electric,
21 that is almost six -- it's just unbelievable. So --

22 COMMISSIONER ARGENZIANO: I have a question. Do you
23 have any of those bills that show the --

24 MS. SKIPPER: When I went to the county commissioner
25 meeting, I wrote all over it, and before I came I looked. I'm

1 going to call Aqua Source tomorrow and see if I can request it
2 and see if they will give them to me, since they know what is
3 going on.

4 COMMISSIONER ARGENZIANO: What month was that, I'm
5 sorry?

6 MS. SKIPPER: It was just last month.

7 COMMISSIONER ARGENZIANO: Just last month, okay. And
8 is every month pretty much the same?

9 MS. SKIPPER: Well, no, I know it has been
10 periodically going up a little bit. Because originally it was
11 like \$70, then it would go up to \$80, then it would go up to
12 \$90. My husband was like, Ericka, what's going on. And then
13 it was 140-something dollars. And then the last one we got was
14 240-something dollars, and he was, like, something is nowhere
15 near right. So he gets out there, he has got the cordless
16 phone. He is looking at the meter. They are going over it,
17 and the lady was, oh, there must be a mistake. There was a
18 mistake all right, it went from 240-something dollars to
19 280-something dollars.

20 COMMISSIONER ARGENZIANO: And when you called and
21 then they came out, did they give an explanation?

22 MS. SKIPPER: Nope. They never left us a sign,
23 nobody called us, nobody nothing. We got just the bill in the
24 mail and that was it.

25 COMMISSIONER ARGENZIANO: But you did call them and

1 tell them, hey, something is going on here. This is way out of
2 line, and then they did not come out or --

3 MS. SKIPPER: They had to have came out and read
4 something, because I got another bill in the mail that was for
5 more. Nobody ever came to our house that we could actually
6 see. We must have been working when they came out, but they
7 never left us a notice saying, hey, we came out and this is
8 what we found. We got just another bill in the mail for
9 \$40-something more than what it originally was.

10 MR. BECK: Okay. So after you got the higher bill,
11 did you go back and see whether the meter had -- the leaves
12 were still there?

13 MS. SKIPPER: I honestly don't know if he did or not.
14 I don't know.

15 COMMISSIONER SKOP: A quick question with respect to
16 the resolution, because, again, we have heard numerous
17 instances of sworn consumer testimony directly implicating
18 meter and billing issues, and those are very, very important
19 for obvious reasons, because, you know, consumers have a
20 reasonable expectation of receiving an accurate bill for
21 services rendered. And if that bill is not accurate, then it
22 is problematic. That being said, with respect to the leaves,
23 or sediment, or whatever that your husband observed when he
24 contacted the utility, or before contacting the utility with
25 respect to the meter either being read or allegedly not being

1 read, what was the resolution of that? Did they come out and
2 when they came out, if they came out, did they clean the
3 sediment or what have you out of the meter, or have you looked
4 at the meter recently to see whether it has collected
5 additional sediment or any change in condition that would be
6 either evidence for the meter being read or against the meter
7 being read.

8 And, also, too, if you can remember, on your bills
9 does it have the actual indication for an estimated reading or
10 an actual reading? It would be very helpful to us if we had
11 the bills; but, again, instances where, you know, you see
12 pictures, the meter is covered with sand and sediment. So,
13 again, I'm just trying to get a little additional clarification
14 on those type of issues.

15 MS. SKIPPER: Well, I know the first time that he
16 noticed it was probably a few months ago when he noticed the
17 inch thick leaves when we got the first water bill that was
18 pretty high, and he called. Like I said, I don't know if they
19 ever came out or done it. I mean, nothing ever changed with
20 that water bill. But they had to have come out when we got the
21 240-something dollar water bill, because when they came out
22 they must have read it and then we got a 280-something dollar
23 water. And when he got the 280-something dollar he went out
24 there and there were no leaves at that time.

25 COMMISSIONER SKOP: When they came out, did they

1 leave any door tabs or evidence that they had physically been
2 out there to alert the customer that, hey, per your request we
3 have come out and done a meter reading?

4 MS. SKIPPER: No, no. Like, here is our house right
5 here, and the little water thing is right there. You will see
6 the water squirting up and water is going everywhere,
7 overflowing into people's yards, and you never hear nothing
8 about it. You never have a little tag on there. Nothing.
9 Like when the water is undrinkable, they will tell you the next
10 day or there will be a sticker on it the next day after you
11 notice the bleach, you can't stand it no more. The following
12 day you will have something, but they don't never -- I don't
13 know.

14 COMMISSIONER SKOP: And, finally, with respect to the
15 water consumption and your usage, like you say, your bill went
16 up and then, I guess, you got additional, call it sticker shock
17 because it went up more.

18 MS. SKIPPER: Yeah, when it went up more.

19 COMMISSIONER SKOP: But is there any reason that you
20 increased consumption? You mentioned you didn't have a pool
21 and you don't irrigate much.

22 MS. SKIPPER: We haven't done anything different from
23 month-to-month since and we have been there now -- as we speak,
24 right now we don't do nothing different.

25 COMMISSIONER SKOP: Have you seen any signs of water

1 leaks out perhaps by the meter or anything like that?

2 MS. SKIPPER: No.

3 COMMISSIONER SKOP: All right. Thank you very much.
4 We do appreciate your comments. And if you could try and
5 please provide us with those bills and information. I think,
6 unless staff has additional questions --

7 MR. WILLIS: I was going to say, Commissioner, we
8 will get those copies from the company.

9 COMMISSIONER SKOP: Okay. Thank you very much.

10 MR. BECK: The next customer is Gigi Iman.

11 GIGI IMAN

12 appeared as a witness and, swearing to tell the truth,
13 testified as follows:

14 DIRECT STATEMENT

15 MS. IMAN: Hi. My name is Gigi Iman. I live in The
16 Woods subdivision at 11448 County Road 675 West, Webster.

17 COMMISSIONER McMURRIAN: Ma'am, I'm sorry, could you
18 repeat your name for me?

19 MS. IMAN: Gigi Iman.

20 I have many issues, as everybody else does here. I
21 understand that Aqua Source -- when it was Aqua Source we had
22 problems with the water, like that lady in front of me, which
23 is my daughter, said that water was shooting up. Also, we had
24 problems -- my husband called, and the mechanic -- I would say
25 he's a mechanic, gave him a personal cell phone number when it

1 was Aqua Source, and my husband would contact him anytime there
2 was a problem. At least somebody knew what was going on,
3 because we couldn't get through on the telephone. So when we
4 got his cell phone number, then the gentleman would come and he
5 would see what he could do. That was probably four years ago.

6 Then the new company took -- I believe it has changed
7 two times since then. Now we have this company now, and also
8 my daughter said with the leaves. We have always got a
9 problem. I always see the little white truck from Aqua
10 Source -- or not Aqua Source, but the utility now sitting out
11 in a store called Cowbells (phonetic). You always see somebody
12 sitting over there, or you will see them riding around The
13 Woods subdivision, but you never, hardly ever see them get out
14 to go check the meters.

15 I'm not sure if everybody's meter is read on the same
16 day, which I don't think it is, but I know for a fact that for
17 five and a half weeks on my piece of property that I own, I did
18 not have a home, my home was demolished, and I just received a
19 water bill for 140-something dollars. I had no house there.
20 The base charge on that green paper shows me it is less than
21 \$85. I can't see how I have a 140-something-dollar water bill
22 when I didn't even live there. I was living in a motel.

23 There is always just me and my husband. We do have a
24 pool. When we filled up our pool with 12,000 gallons of water,
25 my water bill was less than what I pay now, and that was over a

1 year ago.

2 I mean, I understand they do have to make a profit,
3 but, like the girl said also, all of these people live in our
4 little Woods subdivision back there, there is probably 85 lots
5 back there, maybe, and the lady also that I brought here with
6 me tonight, she lives on the same street where the water
7 company is. Water is always overflowing into her yard.

8 I don't understand. You can't talk to them. When
9 you do, it's an automated thing. You go through this big long
10 thing, punch this, punch that, then finally you talk to
11 somebody and they are like, well, it's almost time for lunch,
12 it's almost time to close, call back tomorrow. Tomorrow hardly
13 ever comes, unless you are persistent and keep calling and
14 calling and calling. I don't know.

15 COMMISSIONER McMURRIAN: Commissioner Skop has some
16 questions, and it looks like Commissioner Argenziano does, as
17 well.

18 COMMISSIONER SKOP: Thank you, Madam Chair.

19 Ms. Iman, with respect to the time period in which
20 you were away from your home because it was demolished, and I
21 think you mentioned you did have a pool, did the demolition
22 include the pool or did the pool remain?

23 MS. IMAN: Oh, no, the pool is still there. We
24 filled it up over a year ago.

25 COMMISSIONER SKOP: And to your knowledge during the

1 five and a half weeks under which the home was demolished, did
2 they engage in any additional construction activities at that
3 time with maybe pouring a new concrete slab that would require
4 some water?

5 MS. IMAN: Oh, no. I don't even know the piece of
6 machinery that comes in, but anyway the piece of machinery came
7 in and demolished my house. Two days later everything was
8 done. The lot sat there empty for almost four and a half
9 weeks, then they brought in my mobile home, set it up. There
10 was no water to be used for anything.

11 COMMISSIONER SKOP: And during that five and a half
12 weeks no make-up water was added to the pool to your knowledge?

13 MS. IMAN: Huh-uh, no. Nope.

14 COMMISSIONER SKOP: Thank you.

15 COMMISSIONER McMURRIAN: Commissioner Argenziano.

16 COMMISSIONER ARGENZIANO: Can you tell me the bill
17 that you received after that, was it five and a half weeks that
18 it was an empty lot, what was the amount of the bill, again?

19 MS. IMAN: It was 147 or 148 and change. It said
20 actual read. I do remember that. Like he was asking my
21 daughter, I remember all of my -- I have never seen a bill that
22 said estimated. I have not seen that.

23 COMMISSIONER ARGENZIANO: Thank you.

24 COMMISSIONER McMURRIAN: Any other questions for

25 Ms. Iman?

1 MS. IMAN: Thank you.

2 COMMISSIONER McMURRIAN: Thank you, Ms. Iman.

3 MR. BECK: Thank you. The next customer is Laura
4 Hargrove.

5 COMMISSIONER McMURRIAN: And while she is coming up,
6 Ms. Iman, if you do have bills to send us, I think maybe we
7 asked if you would send those later, that would be appreciated.

8 MS. IMAN: I told her I would send them to her.

9 COMMISSIONER McMURRIAN: Thank you.

10 LAURA HARGROVE

11 appeared as a witness and, swearing to tell the truth,
12 testified as follows:

13 DIRECT STATEMENT

14 MS. HARGROVE: Madam Chairman, my name is Laura
15 Hargrove. My address is (address removed, customer's request).

16 First, I would like to address the fact that a key
17 element to our economy is the fact that we have profitable
18 business, but when business starts taking advantage of our
19 citizens and our communities it's no longer a key element to
20 our economy. It becomes a parasite.

21 When you asked questions about the customer service
22 that we are getting from Aqua Utilities, I would just like to
23 point out a few things with our bills. In April, we received a
24 bill, and it was an average amount. Normally our bill runs
25 between 25 to \$40, depending on how much water we use. We paid

1 that bill in April. We pay all of our bills on-line, so they
2 come out automatically. And in May we received another bill
3 which had April's balance on it, and the bill came out before
4 the due date for the April bill was due. And we contacted Aqua
5 Utilities, and they advised that they were attempting to --
6 after some prodding, stated that they were attempting to get
7 everybody on the same billing cycle. I don't know if that's
8 the actual reason, or if it is words put in their mouth trying
9 to figure out what was going on.

10 I don't have the April and May bill with me.
11 However, I have June's bill. There was quite a bit of
12 confusion going on. We, like I said, pay our bills on-line
13 through Wachovia, and we got some of our bill returned where
14 Aqua Utilities wouldn't accept it. And come to find out, they
15 had changed the account number with no notice to us. But they
16 accepted some of the bill payments and then didn't accept some
17 of the others.

18 Anyway, we got it resolved, and we believe we paid
19 the total amount owed. Did we pay more? We could have, but
20 quite frankly, time is too expensive for us to sit and worry
21 about 25 to \$40 being overpaid. That's what I have to address
22 with customer service. However, when I address the water
23 quality and the pressure of our water it will also address some
24 of the customer service, as well.

25 We put new lavatories and sinks in our home, and

1 within a year the sinks, the porcelain areas of them where the
2 water sits was etched because the water quality is so poor. We
3 can't drink our water because it tastes so poorly. I was born
4 and raised here in central Florida, and I have to say that Aqua
5 Utilities has the worst water quality I have ever experienced
6 anywhere in this area.

7 The pressure when we go to take showers in the
8 mornings or in the evenings, of course, during peak times, is
9 extremely low. We called and complained about that and we were
10 advised that they have come out and checked the water pressure
11 and found it to be fine. I asked to be present when they
12 checked the water pressure and asked that they come out during
13 the morning time or the evening time and that was denied. They
14 would only come out during times of the day when water usage
15 wasn't high. And, of course, the water pressure was good at
16 that time.

17 With regards to reading the meters, I would agree
18 with the last lady who spoke -- excuse me, the lady before her
19 that spoke. It's hard to believe that they are actually
20 reading the meters because of all the debris and whatnot that
21 is left inside of the water meter area. And we have had some
22 issues and we have had somebody come out and read and they gave
23 us the same excuse, oh, well, we must have misread it.

24 It's a shame that a company instead of trying to run
25 their business appropriately with good customer service and

1 good ethics resorts to trying to raise rates to take advantage
2 of people and get money. Therefore, I respectfully request
3 that you deny the rate increase. Thank you.

4 COMMISSIONER McMURRIAN: Thank you, Ms. Hargrove. I
5 actually do have one question, and perhaps I should direct it
6 to staff, but I wanted to confirm with you.

7 You said that when you called about getting the
8 second bill with the balance, April's balance on it again, they
9 said that they were trying to get everyone on the same billing
10 cycle, is that what you said?

11 Mr. Willis, is that normal, or does that sometimes
12 happen without a customer requesting that they are trying to
13 get everyone on the same billing cycle? I just haven't heard
14 that issue before.

15 MR. WILLIS: Obviously, the company has changed
16 billing cycles, but we would have to look into it to see what
17 happened here. I can't tell you what's going on.

18 COMMISSIONER McMURRIAN: Do you have the bills, and I
19 know you probably don't have them with you, but could you share
20 them with us?

21 MS. HARGROVE: Absolutely. We do have all the bills.
22 We kept them all together because of all the phone calls we
23 have had to make trying to resolve this issue. And like I
24 said, this gets to a point to where you have to weigh out your
25 time that you are spending and the cost it is costing you, but

1 we can send you a copy of all of them.

2 COMMISSIONER McMURRIAN: Right. Particularly the
3 ones where you said that the April balance was on there again.
4 Essentially you have two bills within the same billing cycle.

5 MS. HARGROVE: Correct.

6 COMMISSIONER McMURRIAN: We have heard that from some
7 other folks today, so we would be interested in that. And we
8 have definitely noted your concerns about water pressure, as
9 well. It seems like it's reasonable to me to ask that the
10 water pressure be tested when you need it.

11 MS. HARGROVE: Exactly. And when I take time off of
12 work, of course, it costs me. And also when Florida Utilities
13 had this water company, they advised that they were not going
14 to let any other homes be added onto the water system because
15 the water pressure where I live is so far away from where the
16 water facility is. The water pressure is too low. When Aqua
17 Utilities bought this property, or bought the water facility,
18 they let more new homes be added onto this which just further
19 decreased our water pressure. And we had some issues we have
20 addressed with them, and they stated they were going to do some
21 upgrades, but yet I have a one-inch main line coming into my
22 house down the road, and a one-inch main is just not
23 acceptable.

24 COMMISSIONER McMURRIAN: Actually, to follow up on
25 that, perhaps we could ask that her pressure be tested at some

1 peak time of the day to sort of validate the concerns that she
2 was raised.

3 MR. WILLIS: We can have it tested at a certain time.
4 I would also point out that yesterday we heard that the Florida
5 Department of Environmental Protection would actually come out
6 and put a pressure testing device on there that will test it
7 for a whole 24-hour period if you request that to be done. But
8 that's with the Florida Department of Environmental Protection,
9 and they can give a complete readout like we saw yesterday of
10 the actual pressure.

11 COMMISSIONER SKOP: That's the question I had.
12 Echoing Commissioner McMurrrian's concern, just in lieu of a
13 static test at a convenient time, if it's possible to do that
14 transient response over a 24-hour period like we saw yesterday
15 that might be more constructive to what is really going on in
16 terms of the concerns she has experienced.

17 MR. WILLIS: Right. I will ask our staff engineer to
18 get in touch with the Florida Department of Environmental
19 Protection and ask that they come out and do that.

20 COMMISSIONER McMURRIAN: And Ms. Hargrove wouldn't
21 need to be home to have that done, would she?

22 MR. WILLIS: No. They will actually install it on
23 one of your spigots on your home, and they will probably let
24 you know when that is happening, and it is just a recording
25 device that measures every minute interval.

1 MS. HARGROVE: Just to put it on the spigot? What if
2 I don't use that spigot?

3 MR. WILLIS: It doesn't matter. It has still got
4 pressure and it will record the pressure, because the pressure
5 will fluctuate on any spigot in your house.

6 MS. HARGROVE: Okay.

7 COMMISSIONER McMURRIAN: Anymore questions for
8 Ms. Hargrove.

9 MR. BECK: Thank you very much.

10 COMMISSIONER McMURRIAN: Thank you.

11 I think this may be a good time for a stretch break,
12 so we will take probably about ten minutes. We'll try to be
13 back as soon as we can. So we are temporarily adjourned and we
14 will be right back as soon as we can.

15 (Recess.)

16 COMMISSIONER McMURRIAN: We are about to get started
17 everyone. If you could take your seats, please. Thank you.
18 We are about to get started. We will go back on the record
19 now.

20 Mr. Beck, if you could call the next witness.

21 MR. BECK: Thank you, Commissioner.

22 The next customer to speak is Marie Phillips.

23 MARIE PHILLIPS

24 appeared as a witness and, swearing to tell the truth,
25 testified as follows:

DIRECT STATEMENT

1
2 MS. PHILLIPS: Good evening. My name is Marie
3 Phillips and I live in The Woods subdivision, 11490 CR 678,
4 Webster, Florida 33597.

5 I wasn't going to speak tonight, but there's a few
6 things that I need to say.

7 COMMISSIONER McMURRIAN: Ma'am, were you sworn
8 earlier?

9 MS. PHILLIPS: Yes.

10 COMMISSIONER McMURRIAN: Okay. Thank you.

11 MS. PHILLIPS: Okay. I brought some bills with me,
12 and the bills have been going up since February, and I would
13 like to leave them with you tonight so you can see the amount
14 that it has been going up since February.

15 I am a widow. I have lived in The Woods subdivision
16 for over 20 years, and I have never had such bad water as I
17 have right now. You cannot drink it. The clothes that I wash,
18 when they come out they are brown colored. The whites I'm
19 talking about. And like I said, you cannot drink the water.
20 Lots of chlorine. It's just terrible. And everything keeps
21 going up.

22 Last week we had no water out there. I got up and I
23 tried to flush my commode, and it felt like the pipes were
24 going to break, and it was because the water had been off. We
25 didn't know about it. I called the company, and she wanted to

1 know what was wrong, and I told her, and then I got another
2 call back from a young man who was working, I guess was going
3 to work on it, and he said can you do me a favor? And I said
4 if I can I will. He said can you go out and check your meter.
5 I said, sir, I cannot go out and check my meter because I have
6 two bad knees. So that was all that was said on that. I don't
7 know whether they came out and worked on the water or not.

8 Lots of times I get up -- and I live by the pump
9 station. Lots of times I get up and go out, and I have
10 waterfront property out there because the water is coming out
11 of the pump station right across my yard. So, that's all I
12 have to say, and I will leave these with you.

13 COMMISSIONER McMURRIAN: Thank you. And we will mark
14 those as Exhibit 83.

15 (Exhibit 83 marked for identification.)

16 MS. PHILLIPS: It is from February until my last bill
17 I got, and you can see the way they went out.

18 COMMISSIONER McMURRIAN: Thank you very much for
19 those, Ms. Phillips. And thank you for your comments.

20 Are there any questions for Ms. Phillips?

21 Thank you, Ms. Phillips.

22 MR. BECK: The next customer is Bob Sumner.

23 BOB SUMNER

24 appeared as a witness and, swearing to tell the truth,
25 testified as follows:

DIRECT STATEMENT

1
2 MR. SUMNER: My name is Bob Sumner. I live at 11480
3 CR 675 West.

4 COMMISSIONER McMURRIAN: The court reporter is having
5 a little trouble hearing you. I'm sorry.

6 MR. SUMNER: Say it again?

7 COMMISSIONER McMURRIAN: The mike, if you would pull
8 it up further.

9 MR. SUMNER: Can you hear me now?

10 COMMISSIONER McMURRIAN: Yes. Could you repeat your
11 name and address for us?

12 MR. SUMNER: Bob Sumner, 11480 County Road 675 West.
13 I'm living by myself now. My bill hasn't really gone up that
14 drastically. It has gone up probably half, you know, since I
15 have been there. Not like my neighbors. Like they were saying
16 their house wasn't there for four or five weeks, whatever, and
17 I couldn't understand that.

18 Like I have heard previously, people were talking
19 about the meters and stuff, and I have looked at a few of them
20 and they don't look like where they have been checking them and
21 all. And, you know, I have seen people ride by every now and
22 then, and, you know, I never seen anybody get out and actually
23 look. It's kind of a guesstimate, I guess. I don't know.

24 But, the water isn't, I mean, that great. I mean,
25 taste-wise. I mean, I take a bath, wash dishes, and that's

1 about it, maybe coffee or tea or something, but --

2 COMMISSIONER McMURRIAN: Mr. Sumner, what does it
3 taste -- I mean, is there --

4 MR. SUMNER: A terrible chlorine taste. And I
5 live -- the pressure isn't all that great. I mean, I live
6 right behind the pump station. And you would think, you know,
7 I would have all kind of pressure. But I guess it kind of
8 loops around and come back around or something. But, like I
9 say, I really didn't have that much to say other than what I
10 did. I mean, it has doubled in the last month, and I haven't
11 been doing anything differently.

12 COMMISSIONER McMURRIAN: Can you tell us which system
13 that you are served by, or which subdivision that you live in?

14 MR. SUMNER: Aqua Utilities. Well, I'm sorry, Aqua
15 Utilities in The Woods subdivision. I'm sorry.

16 COMMISSIONER McMURRIAN: So it's Sumter County.
17 Thank you.

18 Any questions for Mr. Sumner?

19 Thank you very much, Mr. Sumner.

20 MR. BECK: The next customer is Richard Iman.

21 RICHARD IMAN

22 appeared as a witness and, swearing to tell the truth,
23 testified as follows:

24 DIRECT STATEMENT

25 MR. IMAN: Good afternoon. My name is Richard Iman.

1 I live at 11448 County Road 675, Webster, in The Woods
2 subdivision. I have been there eight years, and since I have
3 been there in eight years my water bill has more or less
4 tripled.

5 It is all retired, ninety percent are retired people
6 living there. Like my daughter said, we are probably the
7 youngest group that live there. Everybody else is on fixed
8 incomes and retired. So, I mean, you know, everybody has got
9 to make a profit and do business, but that much in that short
10 of a time is a little bit steep. I mean, you either pay your
11 next water bill or you get no water. My concern is in that
12 development, I have heard we cannot have a well for irrigation
13 or nothing. I would like that to be looked into.

14 COMMISSIONER McMURRIAN: Mr. Iman, perhaps Mr. Willis
15 can shed some light on that for us.

16 MR. WILLIS: The company can't prohibit you from
17 putting a well in, but the county can. You'll have to look to
18 the county to see what the code provisions are or whether you
19 can have a private well put in place. You can also have
20 restrictions in your subdivision, the covenants of your
21 subdivision may restrict whether or not you can put a private
22 well in.

23 MR. IMAN: And who would I talk with on that?

24 MR. WILLIS: It would have to be whoever developed
25 your subdivision. If you have homeowner's restrictions,

1 homeowner covenants they would probably address that. Other
2 than that, you need to go to the county to find out whether or
3 not they have restrictions.

4 COMMISSIONER ARGENZIANO: I think your best bet would
5 to be go to the county first and find out if they have the
6 restriction. And if it is not the county, then it most likely
7 is your homeowners association that you have. It could be
8 built in, as Mr. Willis said. But the easier way for you may
9 be if you don't have homeowner declarations at home, papers
10 that they give you when you are in a homeowners association,
11 would be to call your county commission, or your particular
12 commissioner, or anybody that works there and just ask them is
13 it correct that I cannot put a well in my property and is that
14 a county restriction.

15 MR. IMAN: Well, I know of one person in The Woods
16 subdivision that does have a well, but it is an irrigation well
17 only, which that is all I want the well for anyway.

18 COMMISSIONER ARGENZIANO: Who advised you that you
19 cannot put a well?

20 MR. IMAN: On one of our last meetings that we went
21 to.

22 COMMISSIONER ARGENZIANO: It could be that they meant
23 you cannot a well for drinking.

24 MR. IMAN: Well, what I understand is they don't want
25 us going down and tapping into the aquifer, their water.

1 we have received the same bill three times plus late payments
2 from the previous bills. I spent two and a half hours on the
3 phone on the 11th of June with Aqua Utilities to finally
4 ascertain that they had, in fact, changed our account numbers
5 and the automatic payment going from our bank was being sent to
6 never-never land, and they refused. So I had to pay a stop
7 payment fee at my bank to get all the payments returned to my
8 account so that I can then, in turn, make one lump payment for
9 three months worth of bills. I understand also I'm not the
10 only resident in the area that has had that problem.

11 That took all told probably about four hours of my
12 time to get that straightened out. They said that they sent
13 letters out advising us that there would be account number
14 changes, but I never saw that letter. Nor did our bank. As a
15 matter of fact, the only reason why we needed to do that is
16 because the woman at my bank I talked to happens to live in the
17 area and had the problem the week before. So the bank actually
18 resolved the issue, not Aqua Utilities.

19 We have been there for about two and a half years and
20 in the last six to eight months the water has been undrinkable.
21 The stench in the home from the water is paramount only to
22 going to Yellowstone. It's horrific. In the last two months I
23 have had service calls from Aqua Utilities. They sent a
24 gentleman out. He and I are now on a first name basis. He
25 comes out, he tests the water, tells me either it is fine or on

1 three separate occasions I have heard that the chlorinator was
2 broke at the pumphouse, and that was the reason why the water
3 was bad. We have never gotten any boiled water notices. We
4 have never been told that there is an issue.

5 The water pressure is so poor in the mornings and in
6 the evening that it is taking -- our washing machine takes an
7 hour and a half to fill up a medium-sized load. There's two
8 people at our house. One of us travels four days a week, so I
9 am there by myself. Our water bill has no consistency. It has
10 been as low as ten, and as high as \$50. There is no rhyme or
11 reason to it. I honestly have never checked the meter size on
12 the bill or whether or not it is saying estimated bills.

13 Also, as president of the Tangerine Improvement
14 Society, I happen to be a person that most of the residents
15 call when there are issues, and I have had at least four
16 different neighbors call me on numerous occasions in the last
17 two months complaining that they had made calls to Aqua
18 Utilities that their water is undrinkable to no resolve, asking
19 me to help them intervene. And I continue to tell them --
20 apparently, Aqua Utilities leases their land from the Tangerine
21 Improvement Society where the pumphouse is, because my
22 presidency of the Tangerine Improvement Society, this is
23 confusion that I may have some (inaudible), which I don't, but
24 I have actually had to stop the water guy in the street a
25 couple of times and tell him these residents are elderly, they

1 live on the other side of (inaudible) just to get them service
2 from this guy.

3 As far as the meters being read, I can't say he is
4 doing it. I work from home and my office faces the meter. I
5 have never once seen the guy lift up the meter and read it.
6 I'm there every day, I work from home, I have never ever seen
7 him get out of his truck and read my meter. So I can't say
8 that that is being done.

9 As far as the water pressure does, I have complained
10 about the pressure on numerous occasions. And, finally, the
11 service technician that came out told us, well, the pressure is
12 bad because there is a new subdivision being put in and they
13 are using the hydrant at the end of the road to fill all of
14 their water trucks in order to water down the subdivision.
15 They tap in the hydrant during peak hours. So whenever they
16 are using that hydrant to fill their water truck, that's why
17 your water pressure is low. I have a huge issue with that.
18 A, they are getting water for free; and, B, we are suffering
19 water pressure because they are using hydrants to water down
20 the subdivision across the street.

21 I'm not going to read the entire letter, but I have a
22 letter that is addressed to me as the president of the
23 Tangerine Improvement Society from Robert Cardinell, who is the
24 former president of the Tangerine Water Company, in reference
25 to several other past presidents of companies. I would like to

1 just read this copy of the letter for you so you have it in the
2 record. His concerns in regards to the rate hikes and also the
3 fact that new lines, six to eight inch water lines have been
4 put in throughout Tangerine to service the new developments
5 that are coming in.

6 But yet myself and several other neighbors -- I have
7 a hundred-plus-year-old house, and are they still being served
8 by old galvanized water lines that have yet to be replaced, but
9 yet they are putting in nice new PVC lines for the new
10 subdivisions, but not servicing the homes which are still
11 having problems. Lack of pressure, undrinkable water, our
12 toilets are brown inside, and this is all within the last six
13 months. We have a brand new toilet. This was done in June of
14 last year, and at Christmas time we started seeing what appears
15 to be mineral deposits in the toilet, and that happened in the
16 last six months.

17 So we have complained on numerous occasions. They
18 would come out and test the water and tell us it's fine. On
19 three separate occasions we have heard that the chlorinator was
20 broken at the pump station. And we're sorry, but no notices,
21 no boil water notices, nothing. I will leave this with you, as
22 well.

23 COMMISSIONER McMURRIAN: Thank you. I do have a
24 couple of questions for you if you don't mind, and then we will
25 be glad to take the letter and mark it as Exhibit 84. Whenever

1 you happened to be billed three times and you found out it was
2 because of the account number change, and you had the issue
3 with your bank, were you ever charged any late payment fees
4 during that period?

5 MS. LONG: They were on the bill, but I refused to
6 pay them.

7 COMMISSIONER McMURRIAN: And they no longer show up
8 on your bill as a charge?

9 MS. LONG: No. I was pretty adamant that I wasn't
10 going to accept any financial difficulty due to their mistakes.
11 And just for the record, I have been in customer service and in
12 billing before and just because you change an account number
13 you don't refuse someone's payment. There are ways to make
14 that not happen in this world of electronics. It's doable.
15 And the payments are actually sent there. A live check sent
16 from our bank, and they were never even cashed. They weren't
17 electronic payments. The bank was sending live checks, they
18 were just not ever being cashed. So I had to do stop payments
19 on the checks, and I did have to pay the stop payment fee on
20 the checks, a \$20 stop payment fee on a \$10.87 check.

21 COMMISSIONER McMURRIAN: I do have a question for
22 staff about the water pressure issue. And you said the
23 reasoning that the company gave was about the new subdivision
24 going in and they were using the hydrant at the end of the road
25 to fill the water truck. Is that permissible?

1 MR. WILLIS: Well, I was a little confused on exactly
2 who was filling the water truck. I know I heard you say about
3 the water truck. Do you know who was filling the water truck?

4 MS. LONG: I don't know who was doing it, but they
5 replaced the hydrant at the corner, so there is actually two
6 hydrants out there now. One of them I have seen on occasion
7 just running. I don't know if they are flushing lines or what
8 they're doing. I don't know what you call it, the big water
9 truck that says nonpotable water, and they go in and spray down
10 the subdivision to keep the dust down.

11 And I have never seen the truck actually filling from
12 that hydrant, but the tech told me on two separate occasions
13 that that is why the water pressure is low is the truck is down
14 there filling to spray the subdivision across the street.

15 MR. WILLIS: We will find out about it, but I have no
16 understanding as to who that would be.

17 MS. LONG: I have not witnessed that, I have just
18 been today that by the technician, that that was what was
19 happening.

20 MR. WILLIS: Surely the utility would be concerned if
21 somebody was using their system to fill a water truck. They
22 should be.

23 MS. LONG: I really have no concern about their
24 financial well-being at this point. The service is poor and
25 the water is crappy. It takes me an hour to wash my hair. And

1 when they do come and test the water, the water pressure, they
2 don't come into the house and test, they test at the spigots in
3 our front yard that is about a foot-and-a-half away from the
4 meter. So, I don't if that makes a difference.

5 I don't know about the engineering situation, but I
6 have asked them on several occasions to come in and test the
7 water spigots in the house, because that spigot at the meter
8 seems to be running fine, but they say this is all we have to
9 test. But the water is still not usable at the house. We have
10 bottled water and a filtration system on our refrigerator and
11 we still can't drink or cook with that water.

12 COMMISSIONER McMURRIAN: I think we will definitely
13 be looking into those pressure issues and the other issues you
14 have raised. Are there any other questions for Ms. Long? And
15 we will be glad to take that letter. If you could hand that to
16 Mr. Beck, and we will, as I said, mark that as 84. And thank
17 you for bringing it.

18 Thank you, Ms. Long.

19 (Exhibit 84 marked for identification.)

20 MR. BECK: Commissioner, the next customer is Joann
21 Bartell.

22 JOANN BARTELL

23 appeared as a witness and, swearing to tell the truth,
24 testified as follows:

25 DIRECT STATEMENT

1 MS. BARTELL: Good evening. Joann Bartell, 5725 Oak
2 Street, Tangerine, 32777. We are with Tangerine Water Company.
3 I am not as organized as some of the other speakers, so bear
4 with me. And I kept writing little notes as I was hearing
5 other people talk.

6 My daughter lives next door to me at 5715 Oak Street.
7 For three months she has tried to resolve an electronic billing
8 issue with Aqua Utilities. I tried to get those papers from
9 her tonight, but she was too busy. She will probably mail them
10 in, but it is the same thing, something about they changed
11 account number, the banks won't accept is it. I'm not real
12 clear on all of that.

13 But my biggest problem with Aqua Utilities probably
14 is the customer service issue. I live in a house much like
15 Cindi Long's. It was built in 1926. Hers was built in
16 1800-something. But I have lived in Tangerine for 12 years. I
17 have a really old, old, old water meter, and a really old box
18 that was around my water meter. It was concrete. A couple of
19 times I have had problems with my water, and I wasn't able to
20 turn my water off. My irrigation broke once and water was
21 squirting everywhere. I called -- I had to get a neighbor to
22 take a shovel to lift up the concrete box that was sitting on
23 the valve in order to turn my water off.

24 So I called Aqua Utilities about that problem. The
25 gal that answered the phone was less than sympathetic to my

1 problem. She said -- I told her I couldn't -- I'm an old lady,
2 I couldn't pick up this concrete thing to reach my valve. And
3 she said, well, you're not allowed to turn the water off
4 anyway. You need to call us and we will send out an emergency
5 crew to turn it off. And I said in the meantime I have this
6 geyser going on, I said, so I reached one of my neighbors with
7 a shovel and we turned off. And she said, well, you need to
8 install a cutoff valve in your house. And she was just pure
9 snippy. And I said, well, I don't know about the expense on
10 that. I live on Social Security. I don't know if I can afford
11 that. And I left it at that.

12 But the other issue was I said, can you send somebody
13 out here to correct that box, so that if this happens again,
14 which was the second time that it happened, I can be able to
15 turn my water off to fix the irrigation problem. It was just a
16 break in the PVC pipe or something, I'm not quite sure about
17 all of that. And she said, yes, we'll send somebody out. And
18 I said, well, can you tell me when someone will be out so that
19 I can be home to show them the problem. Because the house is a
20 really, really old house, and the water meters are about six
21 inches apart, and so it is hard to know what meter goes to what
22 house. I mean, they might know, but I didn't know myself and I
23 live there. So that was kind of funny.

24 I never saw anybody. No one ever came out. There
25 was never a note on my door to say sorry, you were out, we

1 missed you, anything like that. I called again, and I said
2 could I get somebody out to come and look at this concrete that
3 is sitting on my little valve. And they said, oh, sure, we
4 will send somebody out, and so we did the same thing. I never
5 heard from them, it never happened. But that went on for, oh,
6 gosh, I don't even know how long, maybe six months.

7 Finally, about a month ago, I had a gentleman that
8 worked for me in my yard, he replaced my box so that I could
9 reach my little cut-off valve. I paid him to do that. Well,
10 just this week, what do you know, they are coming out to put in
11 new water lines and they changed my box. So there you go. I
12 don't know really what that was all about, but I wasn't able to
13 get that corrected.

14 And, in fact, every time I called Aqua Utilities --
15 we had a problem last week where we woke up in the morning, you
16 go to use the toilet and there is no water. So this was a ten
17 minutes to 7:00, and I called Aqua Utilities. I got right
18 through, no problem. Talked to a gal and she was very nice.
19 And she says we will look into it, we will beep the guy and he
20 will call you. Nobody called me. Surprise.

21 Four of my neighbors called me and said, Joann, are
22 you having problems with the water? And I said yes. And they
23 said, well, we can't get through. And I gave them the number,
24 the 888 number. And they said we can't get through. They say
25 they are closed. Later on, I guess it was about two or three

1 hours later, one of the neighbors got through, and said we got
2 through and they said that it was an electrical problem. I
3 tried to call back to find out when this might be fixed, and
4 they said, well, they didn't really know.

5 This went on for probably four or five hours, I don't
6 know. Eventually we did get the water pressure. We don't know
7 what happened. One of my neighbors walked over to the pump
8 station which is from here to there. It's right in front of my
9 house, and was told that they didn't know what the problem was.
10 One of the other neighbors walked over and they said it was
11 ants had eaten the electrical circuits and that's why we had no
12 water. Well, that was 24 hours of that.

13 The next day we got up, guess what? No water. So I
14 call again and they said, oh, you're the first one to call.
15 And I said, isn't that funny. I said, I just had four of my
16 neighbors tell me that you told them the same thing, that you
17 are the first one to call. And, again, you don't get anybody
18 in Florida. You get somebody in Pennsylvania, or Ohio, or
19 someplace. I don't know where it was.

20 Somebody called me and said, I just saw on Channel
21 2 that Tangerine has a boil water alert. I said, I don't know
22 anything about it. So somebody walked over to the water plant,
23 the guy was there, and he said, yeah, you guys are on a boiled
24 water alert. And they said that they would be putting notices
25 on the door. No one in Tangerine got a notice on their door.

1 I called customer service, and I said, are we on a boil water
2 alert? Oh, no, you guys are fine. And you heard that from
3 another gentleman this morning, because I was at the meeting
4 this morning. And that is the truth, that's what happened, our
5 water is fine, but the television is telling us to boil our
6 water.

7 Those are my problems with not communicating with
8 their customer service. Sometimes you get some really nice
9 people, sometimes you don't. So it's 50/50. I am lucky. I
10 see the water man, because my -- up until these guys replaced
11 my box, whatever that thing is called, up until this week they
12 would have to get out of their truck and dig about this much
13 sand off the top of my meter. And so one day I felt really
14 sorry for this guy. I mean, they were there maybe 10 or 15
15 minutes trying to dig sand to read my meter. I said why don't
16 you guys fix this? Why don't you fix this so you can read the
17 meter more easily? And he said, oh, some of the older homes it
18 is all like this. We don't worry about it. But I do see the
19 guy getting out there and reading the meter quite frequently.
20 I can't say every month, but quite frequently.

21 My other issue -- I'm not quite tall enough or
22 something here -- is the water pressure. It's the same thing
23 as you have heard from everybody else in Tangerine. There is
24 none in the morning, the high usage. There is none in the
25 evening. Mine is not quite as bad as Cindi Long's, but it's

1 pretty bad. So I take my shower at a different time of day. I
2 don't know how smart that makes me. But the chlorine smell
3 when you go to brush your teeth, oh, yuck. It doesn't taste
4 good with Colgate. It really doesn't. And if it doesn't smell
5 like chlorine, it smells like rotten eggs. Once in a while you
6 might have a couple of hours where you have got pretty decent
7 water.

8 Other than the fact that at this point this is what
9 is going on with our water, and now the roads are all dug up.
10 I live on a dirt road. I live in a very rural area. They are
11 putting in these little blue pipe things. I don't know what
12 they are, and I plead ignorance on that. But when they came in
13 to work on the dirt road, our road is an unmaintained road. By
14 Orange County standards what it's called is a private road with
15 public access, so that means that they can come in and destroy
16 the road and Orange County doesn't have to fix it nor does Aqua
17 Utilities have to fix it, although they say they are going to
18 fix it. I'm a little skeptical, but I will try to remain a
19 little more optimistic.

20 What we did have was just a little dirt road and now
21 we have a dual lane highway that's a dirt road with big roots
22 sticking up out of the road. It's a mess. They came in --
23 when they put in my pipe, I have a rock driveway, and, of
24 course, now I don't have a rock driveway, I have a dirt
25 driveway because they dumped all the dirt on top of the rock,

1 so they are all buried. I'm not sure if they are going to come
2 back in and make good on that, I thought I would give them a
3 break and not call them for a day or so.

4 The other issue we have -- right on the corner of our
5 street is our community building. The community building right
6 now is in disarray because of the water company. I realize
7 they have got to put lines and things in, but we have a huge,
8 huge hole where they are putting a water hydrant in. This is a
9 community building, okay? There is an old water hydrant that
10 is laying there. We have got little orange tape, we have big
11 blue pipes, we have equipment parked all over the yard of this
12 community building. We use that community building, I would
13 say, three to four days or nights a week.

14 This Saturday we have what we call splashdown in
15 Tangerine where there are probably 75 little children coming to
16 go swim in the water slides that we rent, and play water games,
17 and water balloons, and all that. We have about 30, probably,
18 adults that will supervise this. Oh, Lord, I hope none of
19 those kids get near that hole.

20 You know, I wanted to be a little patient and say we
21 are going to come and clean this up. They are going to come
22 and clean this up. This has been going on a couple or three
23 weeks now, and that big hole in the community building where
24 they have taken over half of the parking with their equipment
25 and whatever else they use, I hope that that is going to be

1 remedied sometime soon. We have church groups that meet there.
2 There is no place for them to park except on the street now.
3 It is kind of difficult for them. That's one of my concerns.

4 I think that in summation about the rate increase,
5 well, everything is going up, but I live on Social Security,
6 very small Social Security. That's it. If they get the rate
7 increase it will be equivalent or more to what my electric bill
8 is. I live very frugally. I don't turn on extra lights. I
9 don't use a lot of extra water. I have an irrigation system
10 that 90 percent of the time is off. I don't use it. I can't
11 water my plants.

12 I really don't think that we need a 200 percent -- I
13 couldn't figure the numbers that closely, it will really
14 cripple my budget, to say the least. In conclusion, I would
15 like to say this, that I can probably live with the rotten egg
16 smell, I can probably live with the chlorine, I can probably
17 live with the dirt in my toilet from whatever is going on
18 there, and I can probably live with the little water pressure
19 by simply taking a shower another time part of the day. They
20 are inconveniences, but that's what you do. But what I can't
21 live with is this horrendous water increase.

22 Thank you.

23 COMMISSIONER McMURRIAN: Thank you. Are there any
24 questions?

25 Thank you, Ms. Bartell.

1 MR. BECK: The next customer is Anthony Vandenberg.

2 ANTHONY VANDENBERG

3 appeared as a witness and, swearing to tell the truth,
4 testified as follows:

5 DIRECT STATEMENT

6 MR. VANDENBERG: Hi, I'm Tony Vandenberg, and I live
7 at 7072 Earlwood in Tangerine. Over the last -- I was just
8 going to say from the beginning of the year I discovered that I
9 went four months without getting billed for my water, which is
10 kind of a nice problem, I guess, compared to everybody else.
11 However, I had to call them.

12 And the only reason I realized that I had not been
13 billed for four months was the developer from the next lot over
14 from me, it is like 15 or 20 homes that they are doing, he came
15 down my driveway one day and asked me who is our water company.
16 And I went to get the bill and, of course, I had to go back to
17 last year's bill to get that information for him. And that is
18 the guy I believe who is hitting the fire hydrant now by Cindi
19 Long's home. I live right down the street from Cindi. You
20 know, half a block away from Cindy's house.

21 Anyway, my wife and I, we were out of town for a week
22 recently, and we came back to undrinkable water. Unbathable
23 water for two and a half weeks. Rotten egg, nasty smelling,
24 gray, various shades of dark gray to light gray to pea yellow.
25 It looked like something from the Yangtze River.

1 This went on for two and a half weeks. After two
2 weeks I kind of got a little upset. You know, I'm pretty
3 tolerant at times. They ended up having to replace a water
4 line. My house sits quite a bit off the road, probably about
5 150 feet, 200 feet of water line. They moved my meter from
6 where it was by my house to down at the road. Again, no
7 problem. Although, in theory they are supposed to be
8 responsible for that pipe, I never got anything in writing that
9 they are going to continue to be responsible for that pipe that
10 goes down to meet my water line. But, that's okay, we'll deal
11 with that.

12 They dug up my driveway. They dug up -- they have
13 had trucks on my lawn all the way to the back of my property.
14 I have two acres of property. They went to the property behind
15 me right on the lawn. There's a service road right there, but
16 they went down on my lawn. So now I have truck marks, 200,
17 300 feet of truck marks on my backyard and my side yard.

18 There have been times where -- I have a water
19 softener, okay, and this is an issue that's still going on --
20 that has been pretty much destroyed, all the filters in my
21 water softening system. I had to turn that off. I obviously
22 have a water softening system because I like nice water. It's
23 horrible.

24 Recently we had a notice that the customers found it
25 by accident on the Internet that we were on a water alert. No

1 notice on the buildings. You know, in Tangerine the main
2 center of town is the post office. The old water company, they
3 just put a notice on the Post Office window and you knew it was
4 that way, okay. Or put a red sticker on the door. Never
5 happened.

6 I went around and I found the guy who was responsible
7 for that. He said, well, we called all the television
8 stations. I said, no, you didn't. You called the one cable
9 station, so if you don't have a computer and you don't have
10 cable, which we have a lot of older retired people in our
11 community, that's not unusual. You know, make an effort to do
12 some customer service. And then with that kind of customer
13 service, they're going to almost triple our bill, which they
14 already have basically doubled it.

15 The water quality reports, I don't even look at them.
16 It's a waste of time. I just got back from a road trip up to
17 the Carolinas, because after 25 years I'm leaving Florida.
18 It's pathetic. Thank you.

19 COMMISSIONER McMURRIAN: Mr. Vandenberg, I actually
20 have a question. Actually, it relates to what you brought up
21 and I wanted to ask staff about calling the TV stations. Is
22 there a requirement that there has to be a notice at the
23 person's home, or can they put it in a central location like
24 the Post Office?

25 MR. WILLIS: Actually, DEP requires that they

1 actually put a hanger on each individual customer's door.

2 MR. VANDENBERG: Well, it hasn't happened in two
3 years.

4 MR. WILLIS: The Department of Environmental
5 Protection.

6 COMMISSIONER ARGENZIANO: Is there is a time frame of
7 that notice to go on the door?

8 MR. WILLIS: As soon as possible. I don't believe
9 they actually have a timeframe. But as soon as practical that
10 they know there is a problem, and the service is about to be
11 restored. Actually, when service is out there is no need
12 because there is nothing to boil. When that water is about to
13 be restored, there should be a boil water notice out and
14 everybody should be notified.

15 MR. VANDENBERG: It took them two and a half weeks
16 just to get enough chlorine to my house. I have a 130-year-old
17 home, and I can't tell you what it did to the fixtures and
18 everything else. I'm not even looking for restoration on that,
19 but I certainly would like to have my water softener filters
20 replaced.

21 COMMISSIONER McMURRIAN: I'm sorry, I was going to
22 ask is the smell gone and the gray shades and all that you
23 spoke about?

24 MR. VANDENBERG: Yes. They replaced the pipe going
25 in there, but it took them two and a half weeks to really make

1 that decision, and then they put new piping down, dug up my
2 yard again. And, again, they didn't do a bad job putting it
3 back together. I put some grass seed over it and no big deal.
4 But it shouldn't have taken two and a half weeks to do that.
5 Over the phone they said, oh, it can't be that be black, it
6 can't be that dark. And I said, yes, it can be. I was
7 actually taking sponge baths. I'm a little too old for that.

8 Thank you.

9 COMMISSIONER McMURRIAN: Mr. Beck, did you have
10 something?

11 MR. BECK: No. Thank you.

12 COMMISSIONER McMURRIAN: Thank you, Mr. Vandenberg.

13 MR. BECK: The next customer to testify is Donna
14 Kuczynski.

15 DONNA KUCZYNSKI

16 appeared as a witness and, swearing to tell the truth,
17 testified as follows:

18 DIRECT STATEMENT

19 MS. KUCZYNSKI: My name is Donna Kuczynski, and I
20 live at 30418 PGA Drive. That's Mount Plymouth physically, but
21 a Sorrento address. And I wasn't going to speak tonight, that
22 is probably why I'm at the end of the line, and I have listened
23 to a lot of people complain about their water quality.

24 COMMISSIONER McMURRIAN: Ma'am, were you sworn
25 whenever --

1 MS. KUCZYNSKI: Yes, I was.

2 COMMISSIONER McMURRIAN: Okay.

3 MS. KUCZYNSKI: I signed up.

4 The water quality is fine, as it probably should be,
5 because the subdivision that I live in is -- probably the
6 oldest home is maybe three and a half years old. We turned
7 over -- our homeowners took over -- let's put it this way. We
8 got our billing from the developer up until through April when
9 he sold out to Aqua Utilities. So really my first complaint is
10 we have yet to get the first bill. I called -- let's see, we
11 normally pay our bills by the 25th of the month, so on the 15th
12 of this month I called Aqua Utilities to ask about the first
13 bill.

14 Well, they told me it had been mailed out or was
15 going to be mailed out. But, again, we still have not gotten
16 the first bill, which was from May 1st to May 23rd. We still
17 haven't gotten that bill, and we are past June 23rd, which
18 means we should have probably had a second bill. We haven't
19 got it yet. So that is the first issue.

20 I asked for my reading. She told me 54 for the
21 (inaudible) and \$136 for the irrigation. Now, bear in mind my
22 previous bills had never been over \$80 when it was owned by the
23 developers, when the water was owned by them. So I really
24 can't -- well, I did have them come out and check my meter. My
25 reading, my second reading on the irrigation water was less

1 than the first reading, so obviously they must have a meter
2 reading problem. Again, no bill. I don't see an excuse why we
3 don't have a bill yet. A letter came that said our rates were
4 not going to increase.

5 You would probably have more of the people from our
6 subdivision if they had gotten a bill. I'm here because I have
7 been calling. People in the neighborhood probably think I'm an
8 alarmist. I don't understand why Aqua is taking on more
9 customers when they can't even take care of the ones they've
10 got already. Why did they buy our system? And we shouldn't
11 need any infrastructure. We shouldn't need anything. That has
12 all got to be new stuff just to support that subdivision.

13 Well, I'm going to have the gentleman who's in the
14 engineering department there, it is probably engineering, check
15 those old water bills against the new water bills. Because
16 truthfully I'm not sure how much regulation the old company
17 had, but I know Aqua sounds like they are going to -- I don't
18 know the words to use. My bill is going to increase \$100 with
19 Aqua if I take those numbers I got. But, bear in mind, I've
20 got a bad meter reading, too.

21 So, I mean, that's as brief as I can get. I don't
22 know what the excuse will be for no bills. And are we going to
23 be expected to pay double or pay an increased billing when we
24 haven't got the first one? I mean, are they going to be able
25 to double up on us? And at that rate when I go from 80 to 180,

1 am I expected to pay, what, 360? How many people are going to
2 be able to afford \$360 for water? I don't know if I made
3 myself clear.

4 Like I said, I wasn't planning to speak, but I will
5 get it on the record. They can't even take care of what they
6 have already got, how are they going to take care of the people
7 they are adding?

8 COMMISSIONER McMURRIAN: We are glad you spoke, Ms.
9 Kuczynski. And, actually, Commissioner Skop has a question and
10 Mr. Willis has a question, as well. We will try to help you
11 with this.

12 COMMISSIONER SKOP: Thank you again for coming out
13 this evening and sharing your comments. With respect to the
14 mention that your home was previously made by the prior
15 developer, or whomever, that ran the water services. Do you
16 know who that was?

17 MS. KUCZYNSKI: Fairways at Mount Plymouth. We sent
18 the bill to a P.O. Box in Eustis, Florida. I couldn't give you
19 the developer's name. We have lived in the house 14 months.
20 We weren't the original owners of that home.

21 COMMISSIONER SKOP: Thank you, ma'am.

22 MR. BECK: Ms. Kuczynski, did you tell the company
23 that the second meter reading was lower than the first?

24 MS. KUCZYNSKI: Actually, Mr. Lihvarcik, I think it
25 was his secretary, because I called the local numbers rather

1 than call customer service because I know customer service told
2 me that \$183, the next time I called, because there was no
3 bill, they told me 253, because they added \$75 on for a deposit
4 fee, although the person in the customer service area told me
5 that was to water the golf course. It's not my golf course,
6 but that's what they said the \$75 was for. So I get
7 misinformation there.

8 I did finally find out that, yes, that was not --
9 somebody up in Pennsylvania told me that was a deposit fee,
10 nothing to do with the golf course. The next time I called
11 they said they took the \$75 off, but I still haven't even seen
12 the \$180 bill. And then, again, I don't know what I'm supposed
13 to do about the incorrect meter reading. Like I say, I think
14 it was his secretary over here she was nice enough to call me
15 after the second reading to tell me that the second reading was
16 lower than the first reading that I was being charged. This is
17 on the irrigation side. It seems that is the problem.

18 But I am just worried that how many more did they
19 read wrong? What if I didn't check? Can I be assured that
20 they are going to correct it the next time around? I'm really
21 worried about their meter reading capabilities.

22 MR. BECK: Ma'am, what is the name of your
23 subdivision?

24 MS. KUCZYNSKI: Fairways at Mount Plymouth. It's
25 200-plus homes, I think. And I don't represent anybody but

1 myself. Because, you know, the thoughts of a \$180 water bill,
2 that is up \$100 a month. You know, it's going to be hard to --
3 it's going to be more than my power bill. And I don't see the
4 necessity -- why are they adding us? Are they going to get
5 extra money out of us so support all these other projects where
6 they need infrastructure changes. Is that why they are taking
7 on us so that we all get on the same rate and then they can fix
8 up those places? What do we get out of it?

9 COMMISSIONER SKOP: Ma'am, just one follow-up
10 question. With respect to some communication that you
11 referenced that you received from Aqua, did you, in fact,
12 receive the letter from Aqua indicating that your rates would
13 not increase?

14 MS. KUCZYNSKI: Yes, we did, and I kept it. I kept
15 it. It said our rates would not increase, correct. But I have
16 no explanation of why that bill has jumped up yet.

17 MR. WILLIS: Just to clear up confusion, I asked the
18 company about this system and they tell me that this is a brand
19 new acquisition that is not part of this rate case. So, no,
20 your rates will not go up as part of this rate case.

21 MS. KUCZYNSKI: I mean, they are never going to go
22 up, is that what you're saying?

23 MR. WILLIS: Well, they may if they apply for a rate
24 increase.

25 MS. KUCZYNSKI: They could go back later and just ask

1 for a rate increase in our subdivision?

2 MR. WILLIS: It's very possible. By Florida Statutes
3 they can ask for a rate increase.

4 MS. KUCZYNSKI: Well, I will be back for that. But
5 my whole -- you know, can we count on them to give us an
6 explanation, or maybe someone, some of you folks why this bill
7 is going to be so much higher than the last one?

8 MR. WILLIS: I will tell you the company is sitting
9 right here, and they have said they will be here to talk to
10 customers. I would expect them to talk to you and address the
11 situation of why you haven't got a bill, but we will also
12 follow up on it, too.

13 COMMISSIONER McMURRIAN: Excuse me, I'm sorry, I was
14 just going to ask Mr. Willis, because your earlier question
15 about how you haven't gotten the first bill, and at this point
16 you think you would have gotten the second bill, and you asked
17 him could they double up. I want to know the answer to that
18 question, too. When they do figure out exactly what she owes
19 and they send the bill, can they send her bills for multiple
20 months, and will she have to pay it all at once?

21 MR. WILLIS: Yes, they can. They should offer her a
22 time period to pay it in, though.

23 MS. KUCZYNSKI: With what consequence? What do they
24 do, shut your water off?

25 COMMISSIONER McMURRIAN: Well, I think, as Mr. Willis

1 is suggesting, I think that they would probably, I would
2 venture a guess, be willing to take payment over a period of
3 time in that kind of a situation. And if they don't, let us
4 know. The 800 number is on the front of this for some of the
5 staff numbers, some of the staff's direct numbers. So let us
6 know if you have a problem getting that resolved.

7 MS. KUCZYNSKI: Believe me, I will. Thank you.

8 COMMISSIONER ARGENZIANO: Thank you.

9 COMMISSIONER McMURRIAN: Thank you very much.

10 MR. BECK: The next customer is Robert Fisher.

11 ROBERT FISHER

12 appeared as a witness and, swearing to tell the truth,
13 testified as follows:

14 DIRECT STATEMENT

15 MR. FISHER: Thank you all for having us here.

16 I just want to talk about why Aqua Utilities would
17 even deserve any type of rate increase at this point. I live
18 in Tangerine. I'm served with water coming from Aqua
19 Utilities. I have been on it for about five years.

20 COMMISSIONER McMURRIAN: Could we get your address?

21 I'm sorry.

22 MR. FISHER: 5544 Pine Street. The street I live on
23 is a newer street. It had brand new water lines installed when
24 the street was put in, and it was acquired by the county in
25 order for the developer to build the homes in it. When it was

1 Tangerine Water Company, I lived on -- I had a previous address
2 in the same location. I was one of the last homes on the water
3 line. We had plenty of water pressure and our water bill was
4 never much over \$30, but I'm going back a long time.

5 When I came back to Tangerine -- after leaving for
6 two years I moved back to it, I came in and our water bills
7 averaged about \$30 a month. Since the five years, six years
8 I've been there, our water bills with gone from \$30 a month
9 with the same number of people in the house, same water
10 consumption, to over \$80 last month. I mean, I understand we
11 had a drought. Maybe there was a little extra water put down,
12 but I really have a hard time believing that there was almost a
13 300 percent increase in roughly five and a half or six years.

14 Right now, Aqua does say they lose money, but I work
15 in a company that has several multiple layers, and I understand
16 what GNA is on your P&L. And trust me, they pile it on from
17 corporate down to regional, down to district, and right to you.
18 I understand it. And it's a nice way of saying I'm losing
19 money, but in reality it's just piled on.

20 They have run new water lines in the area. I
21 appreciate that, but they didn't run them for us. They ran
22 them for the development that they have got going in and the
23 hope of a new development at the end of Earlwood where they are
24 looking for a new development to be put it. It has already
25 been put through zoning with the county and it is already

1 marked in.

2 I don't have a problem with them building up the
3 water system, but do me a favor, don't make me foot the entire
4 bill. Right now it's a bad investment. They got stuck with
5 it. Well, in my company if I put a warehouse in and decide
6 that it's good for my business and then the economy falls off,
7 I'm stick with a half a million dollar warehouse. I can't go
8 back and ask my customers to pay for it. It's a bad investment
9 on my part; I have to work it out; I have to get lean and mean
10 with the rest of the economy.

11 If they wanted an immediate return on a poor
12 investment, they need to take out loans. They don't need to
13 pound on the customer. It's not fair to us, and it is not fair
14 to them to expect us to pay for their bad investments. Even
15 when they bought the water company that they bought, they knew
16 that they may have some issues. That is part of buying a
17 company. You do your discovery and diligence when you do it.
18 If you don't do it, then shame on you. You buy a pig in a poke
19 then.

20 All I'm asking is that they reconsider their rate
21 increases. The interim rate increase they got was almost
22 50 percent. They're going to tack on another 100 percent. In
23 the period of a year, they are going to have a 150 percent rate
24 increase. The only thing I have seen go up 150 percent is gas,
25 and none of us are real happy about that.

1 It's funny that we have another subdivision that is
2 being built at the corner of Dudley and Lake Street in
3 Tangerine. It is being built by MI Homes (phonetic). MI Homes
4 refused to hook up the water system. They don't want a part of
5 it. It is funny right across the street from their subdivision
6 is a water line that is served by Aqua, and it's less than
7 1,000 people feet from their property line to where the water
8 pumps are located for Aqua. Yet MI chose to put an irrigation
9 system, their own irrigation and own wells in. Every home now
10 gets its own well and treatment system and softeners, that's
11 part of the package. It makes me wonder why.

12 What do you have to do to justify raising your price?
13 There are two things really. It is a simple business plan,
14 better quality and better service. That usually will get you a
15 rate increase. Right now I don't see it. The water pressure
16 is bad. We have had basically nonexistent water pressure for
17 about the last five months. It's about half of what it used to
18 be back in January. I appreciate the infrastructure they are
19 putting in, but they should at least have given us the same
20 water pressure or potentially an increase.

21 If the water smells like sulfur one day it will be so
22 chlorinated the next day it burns your eyes. If it's like
23 that, then the next day it could smell like sulfur. You don't
24 know what you are going to get one morning to the next. Of
25 course, it's kind of interesting to wake up at 5:00 o'clock in

1 the morning, take one whiff, and you look at the dog and say,
2 did you do that? I mean it's that bad.

3 There's times that our water -- and it's a good 25 to
4 30 percent of the time that when you run water in a glass it
5 reminds me of a rinsed glass of milk. It's milky, chalky
6 looking. It's gray. I have had to pull the aerators out of my
7 faucets and clean them. They are full of sediment and sand.
8 My water heaters had to be drained because there's sand in the
9 bottom of it. I mean, I have a problem with this. I mean, I
10 understand that they have sand in the lines when they replace
11 them, but they need to flush them often and do a better job of
12 cleaning the lines up and cleaning up behind themselves.

13 Last week we got a notice -- we saw it on the news,
14 that we had a boil water alert. That was on a Wednesday. The
15 drop occurred on Monday and Tuesday. No one ever notified
16 anyone of it. And according to the news, and this is a good
17 one, they said that Aqua Utilities would notify us when the
18 boil water alert was off, when it was safe to consume the
19 water. I have a problem with that.

20 Right now the level of bacteria that could have
21 potentially been introduced into our water system was sent
22 through those water lines for approximately three days before a
23 notice was even going out where most people would have even
24 recognized that. You are looking at a community that is
25 growing.

1 You have a very wide range of age groups from retired
2 people, as you saw, all the way down to new families with small
3 children. These are the type of people that are extremely
4 susceptible to poor water supply and health hazards in the
5 water system. I can't believe anyone in good conscience
6 would risk the health of their consumers or customers. In this
7 particular case, I believe Aqua has forgotten that we are the
8 ones that are paying the bill. If they are not going to give
9 us safe water to drink, then I say they get nothing. I say
10 they get run out.

11 All I'm asking for them to do, if you want me to stay
12 a customer of Aqua Utilities, you have to treat me like you
13 want me to be your customer, which means give me service and
14 quality. Give me something for what I pay you. As I stand
15 now, they are coming to you and saying give me a rate increase.
16 Give me a rate increase. You don't give them anything, they
17 earn it. And right now, I don't see it being earned. I don't
18 give my employees pay raises; they earn them. And so far the
19 ones that earn it, they get it.

20 And I'm sorry, gentlemen, if I'm offending, anything
21 I say is offensive to you, but you have not earned my trust or
22 the trust of the people in Tangerine to have the right to come
23 to us and raise our rates by 150 percent over basically a year
24 and a half time. You haven't proven to us that you have that
25 ability to service us and give us drinkable safe water up to

1 this point. I hope that changes. And I have no problem with
2 the rate increases, and I would be happy to pay more, but I
3 have to be assured that my family, their drinking water is
4 safe. And right now, I'm sorry, I do not feel it's safe.

5 I am ready to put a well in whether the county let's
6 me do it or not. I'll take my chances. I'm at that point
7 because I am that unhappy. If you want \$100 a month for
8 palatable water, I will give it to you, but you have to give it
9 to me all the time. I understand once in awhile things will
10 happen, but this has been going on for six months. Enough is
11 enough.

12 Thank you.

13 COMMISSIONER SKOP: Mr. Fisher, thank you for coming
14 out this evening. I appreciate the comments. They are very
15 well articulated. I will just ask Mr. Willis if he would
16 briefly speak to the concerns that Mr. Fisher raised about
17 installation in anticipation of future development, and those
18 type of issues that Mr. Fisher raised to the extent that new
19 infrastructure is being put in to serve future customers as
20 opposed to existing customers.

21 MR. WILLIS: Statutorily that's what the used and
22 useful requirement is about. The statute does allow -- does
23 require the Commission grant five years worth of plant in rate
24 base. But as far as growth, that's what the service
25 availability charges are for that the Commission sets. The

1 developers are normally required to pay those for capacity and
2 normally required to contribute the lines of the development to
3 the utility company. It is a way of deferring the cost where
4 current customers won't have to pay it.

5 COMMISSIONER SKOP: And I think that's what
6 Mr. Fisher's concerns were, that that was being tacked onto the
7 consumers, back to the existing customers.

8 MR. FISHER: Well, it will be because of the
9 construction business. That land is not being developed at
10 this time so, therefore, there is no water lines even going
11 into there. It will be at least another year before there is
12 an opportunity for construction to pick up. If you watch any
13 of the construction trends, we are probably not looking for any
14 new construction to start at least until the end the second
15 quarter, potentially in the third quarter.

16 By the way, I'm in the construction industry, and I
17 have been for 30 years. I watch it very closely because that's
18 how I make my living. So it's tough for all of us. I have had
19 to tighten my belt. I'm asking they do the same. You know, it
20 is not free anymore. I mean, in the heyday when everybody was
21 making a ton of money, we didn't care about our water bills, we
22 didn't care about the gas would have been 2.85, 2.90 a gallon.
23 Business was great, we were all fat and happy, and we loved it.
24 Well, it's tight; we all have to get tight. I expect them to
25 do the same, but I expect them not to let their service or

1 quality fall off. If I do that, then I am out of business
2 tomorrow.

3 COMMISSIONER ARGENZIANO: Mr. Fisher.

4 COMMISSIONER McMURRIAN: Commissioner Argenziano has
5 a question.

6 COMMISSIONER ARGENZIANO: Thank you.

7 I'm real concerned with the time of notification from
8 when you heard about the notice on the TV about the boil your
9 water in Tangerine to the time that you were notified by Aqua.
10 Did you say it was three days?

11 MR. FISHER: We were never notified by Aqua.

12 COMMISSIONER ARGENZIANO: Never notified.

13 MR. FISHER: We picked it up two days after -- the
14 first drop was on Monday, the second drop was Tuesday. It was
15 on the news. That was a drop in water pressure down to less
16 than 7 pounds when I checked it at the house. We picked it up
17 on Fox 35 News on Wednesday. Fox said that, you know, the
18 residents of Tangerine are on a boil water alert and that they
19 would be notified by Aqua Utilities when it would be safe to
20 come off the boiled water alert. As of today, one, we have
21 never received any notification from Aqua that there was a
22 boiler water alert, and as of today we have not received any
23 information as to whether it's safe to even drink it. So we
24 really don't know.

25 COMMISSIONER ARGENZIANO: I would want to find out

1 more about that, and I hope that the TV -- I mean, if there was
2 an error I want to know, but I would really love to know more
3 about what happened there, because I think that is just --

4 MR. WILLIS: I understand, Commissioner. We are
5 going to find out. I would also note that staff will be
6 sponsoring testimony from the Department of Environmental
7 Protection on every single system which will address the
8 quality of service provided by each system, and that should be
9 covered in the testimony in this case.

10 COMMISSIONER ARGENZIANO: Thank you.

11 COMMISSIONER SKOP: I have one additional question
12 for staff, building upon Commissioner Argenziano's comment
13 about the lack of notification. Again, that is a common theme
14 that we have heard instances of through different service
15 territories, and, you know, I share that concern because it
16 does come down to the health and safety of the customers.

17 So in that regard, and per my previous comment, has
18 staff been able to take a look or get any additional
19 information on possibly using the -- or the availability in the
20 use of first 911 to notify consumers in such instances which
21 would hopefully provide one additional layer of notification
22 absent somebody doing what they should be doing in the first
23 place?

24 MR. WILLIS: To answer your question, Commissioner
25 Skop, we haven't actually gotten the information on that yet.

1 We are looking into it. We will find out the availability of
2 it. It's something we will probably have to work out with the
3 Department of Environmental Protection to find out if it's
4 available, that is something we will be looking into.

5 COMMISSIONER SKOP: Thank you.

6 COMMISSIONER McMURRIAN: Any other questions for
7 Mr. Fisher?

8 COMMISSIONER ARGENZIANO: Thank you very much.

9 COMMISSIONER McMURRIAN: Thank you, Mr. Fisher. We
10 will be looking into some of your concerns.

11 MR. FISHER: Thank you.

12 MR. BECK: The next customer is Sharlee
13 Hollingsworth.

14 SHARLEE HOLLINGSWORTH

15 appeared as a witness and, swearing to tell the truth,
16 testified as follows:

17 DIRECT STATEMENT

18 MS. HOLLINGSWORTH: I think I'm your last.

19 MR. BECK: There's one more.

20 MS. HOLLINGSWORTH: Good evening. My name is Sharlee
21 Hollingsworth, that is S-H-A-R-L-E-E. I'm probably not as
22 articulate as Mr. Fisher, so bear with me, please. My address
23 is 6962 Lake Ola Drive, Tangerine.

24 As you have heard, Tangerine has a long history of
25 water problems from the rotten egg smell to extremely hard

1 water that has permanently etched my black toilet and sink. So
2 about a year and a half ago my husband and I put a whole house
3 water filter system on. We have a water softener and we also
4 have a refrigerator filter system in our refrigerator to, you
5 know, fix the problem or at least mask the symptoms.

6 And it was working pretty good until about three
7 weeks ago when I noticed a real chemical smell in my water and
8 in the ice. So I told the kids, I told my boys, the ones that
9 are left, to quit drinking the water out of the refrigerator,
10 don't use the ice and start drinking bottled water that we buy
11 that we use for various things. My husband makes his coffee
12 out of it. So we haven't been drinking the water for the last
13 three weeks or so.

14 And I think it was two weeks ago, I'm not sure,
15 it was the same time that the other people have been speaking
16 about, one morning it was very low water pressure, so I left
17 for the day with the boys, and generally didn't think anything
18 of it. And that afternoon I was taking a walk with the dog, it
19 was late in the evening, and I noticed down on Lake Street
20 there was a lot of water running down the street. And I kept
21 walking up toward the Post Office, and I noticed these two
22 gentlemen were in a very deep hole with some piping. So I
23 stopped to ask them -- there was no truck or anything around.
24 I stopped to ask them are you working on the water system, what
25 are you doing? They didn't speak English. I don't know if

1 they were with Aqua Utilities, I have no idea who they were. I
2 continued walking.

3 I went into the Post Office to ask them if they knew
4 what was going on. I noticed the fire hydrant was also being
5 flushed out, or there was water coming the fire hydrant. They
6 didn't know anything in the Post Office. So I went home and I
7 called. I got my bill out, and I called, and I asked the woman
8 on the phone, I said, you know, I live in Tangerine, there is
9 very low water pressure, are we under a boiled water alert?
10 Because I have heard this has happened before. I was told no,
11 the water is fine. There is no problem. Tangerine subdivision
12 is fine.

13 I was specifically told no. This was in the
14 afternoon, and so I said okay, no problem. Didn't worry about
15 it. Later on the next week I was at tennis with my boys, and I
16 was speaking to a gentleman I believe that spoke this morning,
17 another neighbor, and we were talking about the water. I had
18 forgotten about this meeting and we were talking about the
19 water pressure, and said, you know, we had a boiled water
20 alert. And I said, no, we didn't. I said I called and asked.
21 And he said yes, we did. My sister-in-law or someone saw it on
22 the news, called them that morning and told them about it. So
23 they knew about it. I had specifically been told no, we are
24 not.

25 So I was a little upset with that because my boys --

1 I mean, they're boys, they don't listen to me all the time.
2 They still drink the water. I try to yell at them, but they
3 continue to drink out of the refrigerator. And I'm screaming
4 at them to stop drinking the water. I said, well, okay, I'm
5 sure it's fine right now. I was never given any notification
6 that we could drink it, we couldn't drink it, whatever.

7 About a week ago, Thursday or Friday, we had low
8 pressure again in the morning, so I called. It was extremely
9 low. I mean, it fluctuates, but it was pretty low that morning
10 kind of like it had been before. So I called customer service
11 and said I live in Tangerine, do we have -- are we under a
12 boiled water alert. I wasn't complaining about the pressure, I
13 just wanted to know if we were under boiled water. I don't
14 know anything about it, ma'am. I will call someone and see if
15 I can find out.

16 And I explained the previous situation, how I had
17 been told no, and I really wanted to know if we were for the
18 health of my kids and my family. And she again told me, well,
19 I don't know, but I will call someone and I will find out and I
20 will get back with you. And someone will come out today to
21 check about your low pressure. I gave her my cell phone, which
22 I carry with me all the time, and she assured me someone would
23 call me back that day. I have yet to have a phone call.

24 I asked her at that time where she was located, and
25 she told me South Carolina, I believe it was. So I said can I

1 have a Florida number? I would like to speak to someone in
2 Florida. I was informed that they have no people in Florida
3 that they speak to by phone, which she told me, and I said,
4 well, how do you communicate with your service techs and the
5 people in Florida? And she told me all by e-mail. I said so,
6 there is not a phone number, there is no way you can speak to
7 anyone in Florida? And she told me no. I don't know if that
8 is true or not, but that's what I was told. I was told it was
9 all through computers.

10 Frankly, I find that ridiculous. I feel like they do
11 have a way that they speak to someone, but I was told that they
12 didn't. Again, I have not heard from anyone. I have not
13 received a phone call. I have not received anything on my
14 door, drink the water, don't drink the water, or whatever.

15 You know, my issue really is not about the rate
16 increase because we are pretty low water users anyway, and I
17 have never had billing problems because we just pay the bills.
18 We don't pay that much attention to it, because it's about \$26
19 is what our water runs. I believe that Florida has a real
20 water crisis. I think that, you know, perhaps if we paid
21 more -- if we were paying more for water maybe people would use
22 less. I don't know, probably not, because the gas didn't work
23 that way. But I think that when it comes to raising rates that
24 there needs to be justification by giving us good quality water
25 and by servicing us, and Aqua Utilities is not doing that.

1 Thank you.

2 COMMISSIONER McMURRIAN: Thank you. Any questions
3 for Ms. --

4 MS. HOLLINGSWORTH: Hollingsworth.

5 COMMISSIONER McMURRIAN: Oh, Hollingsworth. I'm
6 sorry. You said your first name was --

7 MS. HOLLINGSWORTH: Sharlee.

8 COMMISSIONER McMURRIAN: Sharlee Hollingsworth.
9 Thank you. I'm sorry.

10 Any questions for Ms. Hollingsworth?

11 MR. BECK: Thank you.

12 COMMISSIONER McMURRIAN: Thank you very much,
13 Ms. Hollingsworth.

14 UNIDENTIFIED SPEAKER: Can I ask are we okay to drink
15 the water now, because we have been experiencing low pressure
16 on and off. Are we supposed to be drinking it or are we not
17 supposed to be drinking it?

18 COMMISSIONER McMURRIAN: Can we have you come to the
19 microphone so we can hear you, too.

20 MR. LIHVARIK: The last I have been notified, the
21 boiled water notice has been lifted for Tangerine.

22 COMMISSIONER McMURRIAN: Thank you.

23 MR. BECK: Is it possible to get more information
24 about that? I mean, when it went into effect and when it was
25 lifted, because I don't find that satisfying, and I don't even

1 live in Tangerine.

2 COMMISSIONER McMURRIAN: I don't either, Mr. Beck.

3 I guess I should say I was expecting us to be
4 following up on that. We have talked a lot about the boiled
5 water notices and the lack of notification. Do we need
6 additional information from Ms. Hollingsworth, if she has it,
7 about dates or anything? You mean from the company, right?

8 MR. BECK: From the company, what happened.

9 MS. HOLLINGSWORTH: I don't know -- again, I think it
10 was week before last, because I believe it was last week at
11 tennis when the man told me that we had had this boiled water
12 alert. I can't remember the dates.

13 COMMISSIONER McMURRIAN: I'm sorry, I didn't mean to
14 put you on the spot. Mr. Beck was going to question the
15 utility, and I think that's appropriate for them to answer
16 those questions if they can. And if they can't answer them
17 here, we will be getting answers later for sure.

18 MS. HOLLINGSWORTH: I can tell you once within the
19 past year and a half we did receive a boiled water alert. It
20 was a red tag. I believe it was a red tag hanging on our door.
21 So, I mean, that's what I was expecting, if there was a
22 problem, that we get some kind of physical notification,
23 because that's what has been done in the past. But to my
24 knowledge no one in Tangerine got anything.

25 COMMISSIONER McMURRIAN: It does seem to be a

1 recurring theme.

2 Mr. Hoffman, do you have additional information for
3 us?

4 MR. HOFFMAN: Only to say that I think that
5 Ms. Hollingsworth, when she was finished, she asked is the
6 water safe to drink now. And I think that Mr. Lihvarcik tried
7 to answer that question. Mr. Beck wants more information, and
8 that's fine. We will be happy to. And, you know, we are going
9 to cooperate, and we will investigate this and give you all the
10 information you want. But I just want -- I think Mr. Lihvarcik
11 only tried to answer the question that was asked. We will be
12 happy to follow up and provide everything we can find out about
13 this particular situation.

14 COMMISSIONER McMURRIAN: So you don't have additional
15 information at this time?

16 MR. HOFFMAN: I don't have it right now.

17 COMMISSIONER McMURRIAN: Okay.

18 MR. WILLIS: Commissioner, we're going to do it. I
19 mean, we are going to look into it just like we do all of
20 these. We'll be looking at it immediately. And we also on all
21 these requests we send out we cc Charlie Beck and his staff on
22 these requests. He is going to get a cc -- well, probably not
23 you, but probably Steve Riley will be cc'd on the request.

24 My concern is that getting this information we
25 receive back from you properly in the record. Handing this

1 information to you, I'll have to work with Legal staff on
2 exactly how to do that, to give that information to you.
3 Normally this is the type of information that we would present
4 to you at hearing.

5 COMMISSIONER McMURRIAN: Mr. Willis, I just had a
6 thought, and I realize that the company is supposed to be
7 responding to all the concerns, and that we will be doing
8 discovery on some of the issues that have been raised. I know
9 sometimes we have asked for late-filed exhibits on particular
10 issues, and not just with respect to Tangerine, but maybe we
11 need more information about just the company's practices about
12 boiled water notices. And it seems to me that we are hearing
13 that from several customers, and we do want additional
14 information on that. So perhaps with that -- Mr. Beck, I'm
15 looking for some suggestions, as well.

16 MR. BECK: I know we'll get more information later.
17 I thought maybe the company would want to address it more.
18 But, so be it, we will deal with it later.

19 MS. HOLLINGSWORTH: Can I ask another question?

20 COMMISSIONER McMURRIAN: Sure.

21 MS. HOLLINGSWORTH: Was what I was told correct that
22 there is no Florida number? There is no one in Florida you can
23 actually speak to about the water? How does somebody in South
24 Carolina know what is going on?

25 MR. WILLIS: It is my understanding they do not have

1 a call center in Florida.

2 MS. HOLLINGSWORTH: Okay. Does that make sense? I
3 mean, you know, because I was specifically told incorrect
4 information by South Carolina. How does South Carolina get the
5 information? How does Pennsylvania get the information?

6 MR. WILLIS: That's a good question. That's
7 something we are going to find out.

8 COMMISSIONER McMURRIAN: The point you raised about
9 there not being someone to call in Florida, it may be that the
10 company has a way to call its employees in Florida. I know
11 that you were told it was by e-mail. We will look into that,
12 as well. But it may be -- what Mr. Willis is saying is there
13 may not be a call center in Florida for you to directly call
14 someone in Florida, but it seems to me there has to be way to
15 contact utility personnel in Florida.

16 MS. HOLLINGSWORTH: Well, that's kind of what I
17 thought. I mean, I was told --

18 UNIDENTIFIED SPEAKER: Could I just say something
19 about that?

20 COMMISSIONER McMURRIAN: Yes, you can, as long as
21 there is --

22 UNIDENTIFIED SPEAKER: I'll be quick.

23 COMMISSIONER McMURRIAN: Let me just ask really quick
24 is there anyone else here that is -- ma'am, we really need to
25 hear from that customer first.

1 UNIDENTIFIED SPEAKER: The letter that we got had
2 their number on it and the local numbers. The one that said
3 they acquired us, so they do give it to some people.

4 COMMISSIONER McMURRIAN: Thank you, ma'am. And we
5 have one more customer?

6 MR. BECK: The last witness who signed is Helene
7 Alexander.

8 MS. DEMELLO: Ms. Alexander has apologized. She had
9 to leave and will be sending in her information.

10 MR. BECK: Thank you.

11 COMMISSIONER McMURRIAN: Thank you, Ms. Demello.
12 Mr. Beck.

13 MR. BECK: That is the final witness who signed up.

14 COMMISSIONER McMURRIAN: Are there any other
15 customers here that would like to speak? Sure. She did speak
16 earlier. If you could just again state your name for the
17 record.

18 MS. WAMBSGAN: Lucy Wambsgan, 1222 La Salida Way,
19 Leesburg. Of course, I just told you earlier that we had
20 boil-water notice since the 19th. We still have not been
21 notified that it is safe to drink. We are assuming it's not
22 safe. We also boil water and buy water.

23 I do believe by law they have to put that red sticker
24 on your door. You have to be notified from Florida Statutes.
25 And on the red sticker it says to boil water until further

1 notice. I'm wondering if the news media and television
2 stations fulfill the requirement for the legal notification
3 when it is safe to drink.

4 COMMISSIONER McMURRIAN: And you were in the
5 Morningview?

6 MS. WAMBSGAN: Morningview.

7 COMMISSIONER McMURRIAN: Mr. Lihvarcik, can you tell
8 us? Did I understand your question correctly that you wanted
9 to know if the boil-water notice has been lifted in your --

10 MS. WAMBSGAN: I'm assuming the water is not safe. I
11 did not get a green tag saying -- or a white tag, whatever it
12 is, saying that the water is safe to drink. You can't rely on
13 the news media to get in touch with everybody, but I believe
14 there is a requirement that they notify those individuals by
15 putting the tag on the door itself.

16 COMMISSIONER McMURRIAN: I think there is, and I
17 think Mr. Willis addressed that earlier. But Commissioner Skop
18 as a question for staff.

19 COMMISSIONER SKOP: It's along that same regard. Mr.
20 Willis had previously indicated that there is that requirement,
21 and I am just wondering --

22 MR. WILLIS: We might be able to clear this up fairly
23 quickly, if I can ask Mr. Walden to come up here. He is
24 probably more familiar. He is familiar enough with the DEP
25 requirements that --

1 COMMISSIONER SKOP: That was my question as to who
2 has ultimate enforcement action for the failure --

3 MR. WILLIS: It would be the Department of
4 Environmental Protection who actually has enforcement action.
5 Mr. Walden can address the specifics of the requirements.

6 COMMISSIONER ARGENZIANO: Can I ask just quickly not
7 only for the notification to boil, but the notification when
8 everything is okay, how it works.

9 MR. WALDEN: It's my understanding that the utility
10 is to notify the customers when there is a boil-water notice in
11 effect. The utility is also to contact the news media, whether
12 it be television, radio, newspaper, and obviously the idea
13 there is to get the word out to the customers.

14 And then once the water has been cleared, or the
15 boil-water notice is lifted, the utility company is again to
16 notify the customers, but I'm not clear on exactly what method.
17 I don't know the method.

18 Obviously it would be great to put the door hanger,
19 again, so the customers will be notified by the company that
20 the water is safe, and also notify the news media. But I'm not
21 really clear on the DEP requirement.

22 MR. WILLIS: Commissioner Argenziano, we will get
23 that information. I'll contact DEP and we will get the
24 information for you and I will supply that to you.

25 COMMISSIONER ARGENZIANO: Thank you.

1 COMMISSIONER SKOP: Can you get the statutory
2 reference or whatever applicable rule they're operating under,
3 and also, too, can you verify whether given the testimony we
4 have had and apparent lapses of notification, can you check to
5 see whether there has been any enforcement action here
6 recently, or currently pending. Or if there has not been, then
7 why has there not been from the DEP side?

8 MR. WILLIS: We will do that.

9 COMMISSIONER SKOP: Thank you.

10 COMMISSIONER McMURRIAN: Are there any other
11 customers -- I don't see any more -- that have joined us at
12 this hour?

13 Again, I thank you all for joining us here. It is
14 important for us to hear from you. And thank you. I realize
15 the hour is late, and you probably all had other things to do,
16 but we appreciate you sharing with us your concerns and issues
17 about the utility.

18 I will just one more time make a plug for the green
19 sheets. If you know anyone that wasn't able to be here and
20 would like to give us information, feel free to take some with
21 you. And, of course, a reminder about all the contact
22 information on the front and how to get ahold of someone at the
23 PSC who could help you with really any of your utility issues.
24 Any other matters before we adjourn?

25 MS. GERVASI: We have three exhibits to enter.

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COMMISSIONER McMURRIAN: 82 through 84?

MS. GERVASI: Yes, ma'am.

COMMISSIONER McMURRIAN: Any objections? So moved.

(Exhibits 82 through 84 admitted into evidence.)

COMMISSIONER McMURRIAN: Again, thank you for coming,
and this hearing is adjourned.

(The service hearing concluded at 9:25 p.m.)

1 STATE OF FLORIDA)

2 : CERTIFICATE OF REPORTER

3 COUNTY OF LEON)

4

I, JANE FAUROT, RPR, Chief, Hearing Reporter Services
5 Section, FPSC Division of Commission Clerk, do hereby certify
6 that the foregoing proceeding was heard at the time and place
7 herein stated.

7

IT IS FURTHER CERTIFIED that I stenographically
8 reported the said proceedings; that the same has been
9 transcribed under my direct supervision; and that this
10 transcript constitutes a true transcription of my notes of said
11 proceedings.

10

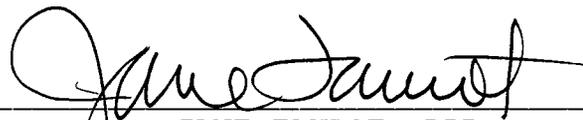
I FURTHER CERTIFY that I am not a relative, employee,
11 attorney or counsel of any of the parties, nor am I a relative
12 or employee of any of the parties' attorney or counsel
13 connected with the action, nor am I financially interested in
14 the action.

13

DATED THIS 14th day of August, 2007.

14

15



JANE FAUROT, RPR
Official FPSC Hearings Reporter
(850) 413-6732

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FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368W **EXHIBIT** 82

COMPANY Aqua Utilities FL, Inc.

WITNESS Composite Exhibit Lucy Kambsga

DATE 06-27-07



Service To:
LUCY WAMBSGAN
1222 LA SALIDA WAY
LEESBURG, FL 34748-8205
Lot: 0000005 Block:

Account Number
000886226 0629662
 MORNINGVIEW

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

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

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

Bill Date **January 11, 2007** Total Amount Due **\$ 142.38** Due Date **February 02, 2007**

Meter Data

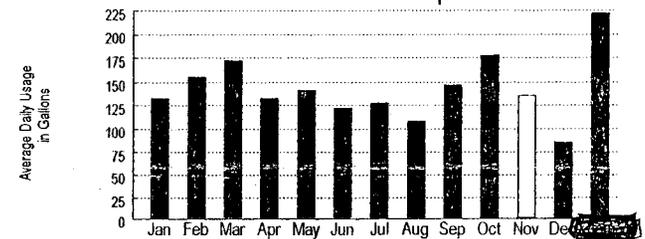
Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
01431207	1"	01/05/07	31	Actual	766500	6,900	Gallons
		12/05/06		Actual	759600		
Average Daily Usage = 222 Gallons		Total Days: 31		Total Usage: <i>112/07</i>		6,900	Gallons

pd of 4167

Billing Detail

Amount Owed from Last Bill	\$ 103.39
Total Payments Received.....	103.39
Balance	0.00
Water Base Facility Charge.....	45.79
6,900 gallons @ \$0.00388 per gallon	26.77
Current Water Charges.....	72.56
Sewer Base Facility Charge	24.40
6,000 gallons @ \$0.00757 per gallon	45.42
Next 900 gallons @ \$0.00 per gallon.....	0.00
Current Sewer Charges	69.82
Amount Due 02/02/07	\$ 142.38

Water Usage History *11/2/07*



Read Types: **Actual** **Estimated** **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.



Service To:
LUCY WAMBSGAN
1222 LA SALIDA WAY
LEESBURG, FL 34748-8205
Lot: 0000005 Block:

Account Number
000886226 0629662
 MORNINGVIEW

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: **February 07, 2007** Total Amount Due: **\$ 125.15** Due Date: **March 01, 2007**

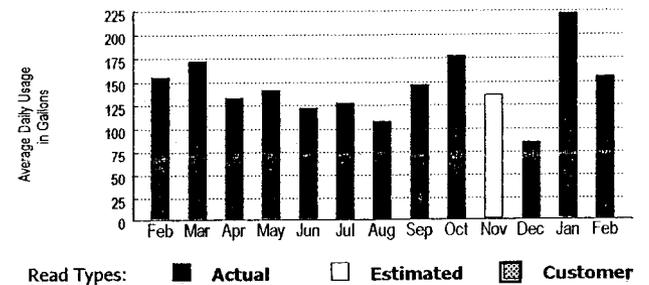
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
01431207	1"	02/05/07	31	Actual	771300	4,800	Gallons
		01/05/07		Actual	766500		
Average Daily Usage = 154 Gallons		Total Days: 31		Total Usage:		4,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 142.38
Total Payments Received.....	142.38
Balance	0.00
Water Base Facility Charge	45.79
4,800 gallons @ \$0.00388 per gallon	18.62
Current Water Charges.....	64.41
Sewer Base Facility Charge	24.40
4,800 gallons @ \$0.00757 per gallon	36.34
Current Sewer Charges	60.74
Amount Due 03/01/07	\$ 125.15

Water Usage History



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.



Service To:
LUCY WAMBSGAN
1222 LA SALIDA WAY
LEESBURG, FL 34748-8205
Lot: 0000005 Block:

Account Number
000886226 0629662
 MORNINGVIEW

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

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

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

Bill Date **March 08, 2007** Total Amount Due **\$ 114.84** Due Date **March 30, 2007**

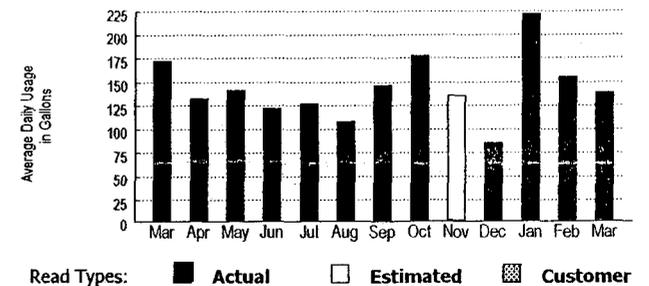
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
01431207	1"	03/05/07	28	Actual	775200	3,900	Gallons
		02/05/07		Actual	771300		
Average Daily Usage = 139 Gallons		Total Days: 28		Total Usage:		3,900	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 125.15
Total Payments Received.....	125.15
Balance	0.00
Water Base Facility Charge.....	45.79
3,900 gallons @ \$0.00388 per gallon	15.13
Current Water Charges.....	60.92
Sewer Base Facility Charge	24.40
3,900 gallons @ \$0.00757 per gallon	29.52
Current Sewer Charges	53.92
Amount Due 03/30/07	\$ 114.84

Water Usage History



Olson

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.



Service To:
LUCY WAMBSGAN
1222 LA SALIDA WAY
LEESBURG, FL 34748-8205
Lot: 0000005 Block:

Account Number
000886226 0629662
 MORNINGVIEW

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

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

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

Bill Date
April 24, 2007

Total Amount Due
\$ 121.27

Due Date
May 16, 2007

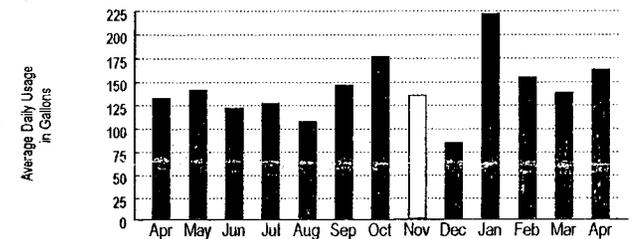
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
01431207	1"	04/03/07	29	Actual	780000	4,800	Gallons
		03/05/07		Actual	775200		
Average Daily Usage = 165 Gallons		Total Days: 29		Total Usage:		4,800	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 114.84
Total Payments Received	114.84
Balance	0.00
Adjustments	3.88 Credit
Current Water Charges	64.41
Current Sewer Charges	60.74
Amount Due 05/16/07	\$ 121.27

Water Usage History



Read Types: **Actual** **Estimated** **Customer**

3/7/07
 →

Called about 10:30 for meter at cust service
 + a 2.00 meter cost

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:
866.269.2906.

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.



Service To:
LUCY WAMBSGAN
1222 LA SALIDA WAY
LEESBURG, FL 34748-8205
Lot: 0000005 Block:

Account Number
000886226 0629662
 MORNINGVIEW

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

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

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

Bill Date: **June 12, 2007**
 Total Amount Due: **\$ 168.13**
 Due Date: **July 06, 2007**

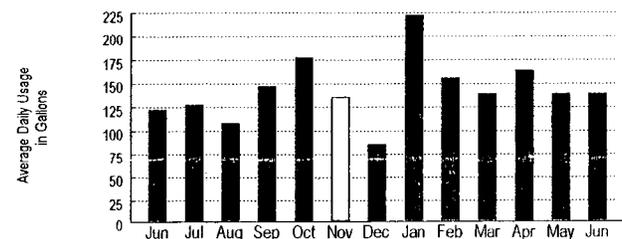
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
01431207	1"	06/04/07	33	Actual	788600	4,600	Gallons
		05/02/07		Actual	784000		
Average Daily Usage = 139 Gallons		Total Days: 33		Total Usage:		4,600	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 267.77
Total Payments Received	267.27
Balance	0.50
Water Base Facility Charge	60.45
4,600 gallons @ \$0.00512 per gallon	23.55
Current Water Charges	84.00
Sewer Base Facility Charge	34.46
4,600 gallons @ \$0.01069 per gallon	49.17
Current Sewer Charges	83.63
Amount Due 07/06/07	\$ 168.13

Water Usage History



Read Types: ■ Actual □ Estimated ▣ Customer

4399
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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.



Service To:
LUCY WAMBSGAN
1222 LA SALIDA WAY
LEESBURG, FL 34748-8205
Lot: 0000005 Block:

Account Number
000886226 0629662
MORNINGVIEW

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 **May 09, 2007** Total Amount Due **\$ 267.77** Due Date **May 31, 2007**

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
01431207	1"	05/02/07	29	Actual	784000	4,000	Gallons
		04/03/07		Actual	780000		
Average Daily Usage = 137 Gallons		Total Days: 29		Total Usage:		4,000	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 121.27	Sewer Base Facility Charge Sewer at Current Rate	24.95
Total Payments Received.....	0.00	Next 2,897 gallons @ \$0.01069 per gallon	30.96
Balance.....	121.27	Current Sewer Charges at Current Rate.....	55.91
Water Base Facility Charge Water at Old Rate.....	12.63	Current Sewer Charges	70.99
1,103 gallons @ \$0.00388 per gallon	4.28	Amount Due 05/31/07	\$ 267.77
Current Water Charges At Old Rate.....	16.91		<i>- 121.27</i>
Water Base Facility Charge Water at Current Rate .	43.77		<i>146.50</i>
Next 2,897 gallons @ \$0.00512 per gallon	14.83		
Current Water Charges at Current Rate	58.60		
Current Water Charges.....	75.51		
Sewer Base Facility Charge Sewer at Old Rate	6.73		
1,103 gallons @ \$0.00757 per gallon	8.35		
Current Sewer Charges At Old Rate	15.08		

pd 146.50
cc 4329
5/17/07

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:
866.269.2906.

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.

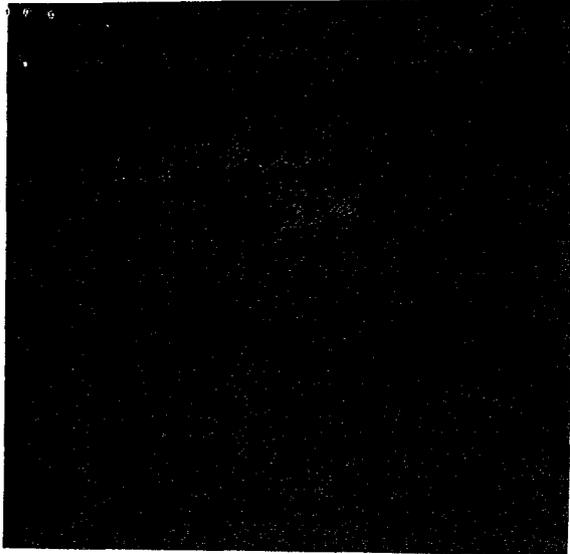
Payment Terms: You should pay your bill on or before the due date.

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.



Service To:
~~1225 LA SALIDA WAY~~
1225 LA SALIDA WAY
LEESBURG, FL 34748-8272
Lot: 0009000 Block:

Account Number
000886277 0629713
MORNINGVIEW

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

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

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

Bill Date
May 09, 2007

Total Amount Due
~~XXXXXXXXXX~~

Due Date
~~May 31, 2007~~

Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93656104	5/8	05/02/07	29	Actual	689600	10,000	Gallons
		04/03/07		Actual	679600		
Average Daily Usage = 344 Gallons		Total Days: 29		Total Usage:		10,000	Gallons

Billing Detail

Amount Owed from Last Bill	\$ 111.41	Sewer Base Facility Charge Sewer at Current Rate	24.95
Total Payments Received	111.41	Next 4,345 gallons @ \$0.01069 per gallon	46.45
Balance	0.00	Next 2,897 gallons @ \$0.00 per gallon	0.00
Water Base Facility Charge Water at Old Rate	5.05	Current Sewer Charges at Current Rate	71.40
2,759 gallons @ \$0.00388 per gallon	10.70	Current Sewer Charges	90.66
Current Water Charges At Old Rate	15.75	Amount Due 05/31/07	\$ 161.00
Water Base Facility Charge Water at Current Rate	17.54		
Next 7,241 gallons @ \$0.00512 per gallon	37.08		
Current Water Charges at Current Rate	54.59		
Current Water Charges	70.34		
Sewer Base Facility Charge Sewer at Old Rate	6.73		
1,655 gallons @ \$0.00757 per gallon	12.53		
Next 1,103 gallons @ \$0.00 per gallon	0.00		
Current Sewer Charges At Old Rate	19.26		

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.



Service To:
WILLIAM BILANCIO
 1225 LA SALIDA WAY
 LEESBURG, FL 34748-8272
 Lot: 0009000 Block:

Account Number
000886277 0629713
 MORNINGVIEW

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

Tel: 877.987.2782
 Fax: 866.780.8292
 e Mail: custserv@aquamerica.com

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **June 12, 2007**
 Total Amount Due **169.37**
 Due Date **July 06, 2007**

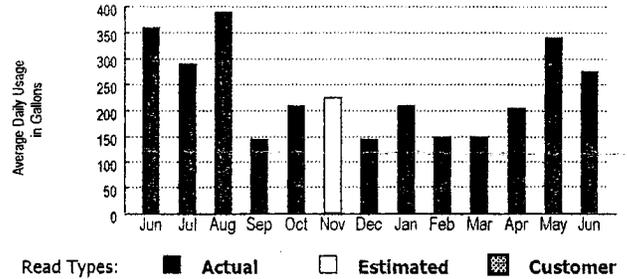
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93656104	5/8	06/04/07	33	Actual	698700	9,100	Gallons
		05/02/07		Actual	689600		
Average Daily Usage = 275 Gallons		Total Days: 33		Total Usage:		9,100	Gallons

Billing Detail

Amount Owed from Last Bill \$ 161.00
 Total Payments Received 161.00
Balance **0.00**
 Water Base Facility Charge
 9,100 gallons @ \$0.00512 per gallon
 Current Water Charges 70.77
 Sewer Base Facility Charge
 6,000 gallons @ \$0.01069 per gallon 64.14
 Next 3,100 gallons @ \$0.00 per gallon 0.00
 Current Sewer Charges 98.60
Amount Due 07/06/07 **\$ 169.37**

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.

1336414

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL3350852AP-615-A-0
 REV 01/07

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

Service To:
WILLIAM BILANCIO
 1225 LA SALIDA WAY
 LEESBURG, FL 34748-8272
 Lot: 0009000 Block:

AQUA Water/Sewer Bill

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

Account Number
000886277 0629713
 Total Amount Due **\$ 169.37**
 Due Date **July 06, 2007**

Amount Enclosed
 \$

Seq=29644 Cyc=3306 1up=340436

*****AUTO**MIXED AADC 189 C 91 P 127
 WILLIAM BILANCIO
 1225 LA SALIDA WAY
 LEESBURG FL 34748-8272



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

00088627706297130000000169371



FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 060368-WS **EXHIBIT** 83
COMPANY Aqua Utilities Fl, Inc.
WITNESS Marie Phillips - Exhibit
DATE 06-27-07



Service
ELIZABETH PHILLIPS
 11490 COUNTY ROAD 678
 WEBSTER, FL 33597-7615
 Lot: 1190364 Block:

Account Number
000885170 0628674
 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@aquaaamerica.com**

Questions about your water/sewer service?... Contact us before the due date.
 Bill Date **February 15, 2007** Total Amount Due **\$ 35.74** Due Date **March 09, 2007**

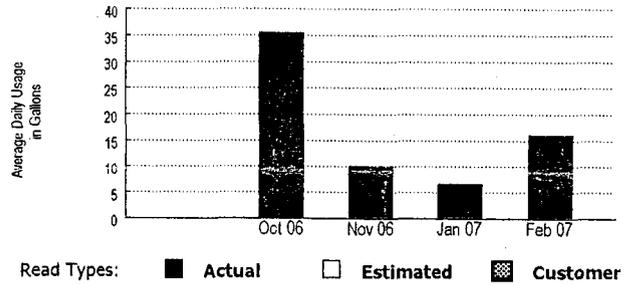
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78355118	5/8	02/12/07	31	Actual	61200	500	Gallons
		01/12/07		Actual	60700		
Average Daily Usage ■ 16 Gallons		Total Days: 31		Total Usage:		500	Gallons

Billing Detail

Amount Owed from Last Bill \$ 66.08
 Total Payments Received 66.08
Balance **0.00**
 Water Base Facility Charge 16.40
 500 gallons @ \$0.00309 per gallon 1.55
 Current Water Charges 17.95
 Sewer Base Facility Charge 15.74
 500 gallons @ \$0.0041 per gallon 2.05
 Current Sewer Charges 17.79
Amount Due 03/09/07 **\$ 35.74**

Water Usage History



Message Center

1336564

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6600347

PAP-515-A-0
 REV 01/07

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

Service To:
ELIZABETH PHILLIPS
 11490 COUNTY ROAD 678
 WEBSTER, FL 33597-7615
 Lot: 1190364 Block:

AQUA Water/Sewer Bill

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

Account Number
000885170 0628674
 Amount Withdrawn **\$ 35.74** Withdrawn On or After
March 09, 2007

Do Not Pay
 Your bill will be paid through ZipCheck
 Automatic Payment Program.

Seq=23587 Cyc=33OB 1up=311773

***AUTO**ALL FOR AADC 335 C 73 P 99
 ELIZABETH PHILLIPS
 11490 COUNTY ROAD 678
 WEBSTER FL 33597-7615



00088517006286740000000035744



QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

e-mail: custserv@aquaaamerica.com

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.

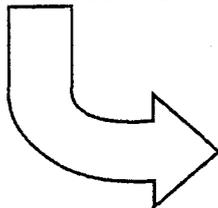
Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

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.



Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229





Service To:
ELIZABETH PHILLIPS
 11490 COUNTY ROAD 678
 WEBSTER, FL 33597-7615
 Lot: 1190364 Block:

Account Number
000885170 0628674
 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
April 24, 2007

Total Amount Due
\$ 36.74

Due Date
May 16, 2007

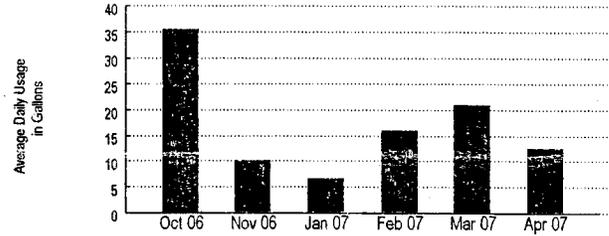
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78355118	5/8	04/12/07	31	Actual	62200	400	Gallons
		03/12/07		Actual	61800		
Average Daily Usage = 12 Gallons		Total Days: 31		Total Usage:		400	Gallons

Billing Detail

Amount Owed from Last Bill \$ 36.45
 Total Payments Received 36.45
Balance..... 0.00
 Current Water Charges 18.56
 Current Sewer Charges 18.18
Amount Due 05/16/07 \$ 36.74

Water Usage History



Read Types: Actual Estimated Customer

[Handwritten signature]

Message Center

1336564

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6600347AP-515-A-0
 REV 01/07

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

Service To:
ELIZABETH PHILLIPS
 11490 COUNTY ROAD 678
 WEBSTER, FL 33597-7615
 Lot: 1190364 Block:

AQUA Water/Sewer Bill

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

Account Number
000885170 0628674
 Amount Withdrawn Withdrawn On or After
\$ 36.74 **May 16, 2007**

Do Not Pay
 Your bill will be paid through ZipCheck
 Automatic Payment Program.

Seq=29103 Cyc=33OB 1up=328122

*****AUTO**MIXED AADC 189 C 84 P 116
 ELIZABETH PHILLIPS
 11490 COUNTY ROAD 678
 WEBSTER FL 33597-7615



00088517006286740000000036743



QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

e-mail: custserv@aquaaamerica.com

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:
866.269.2906.

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.

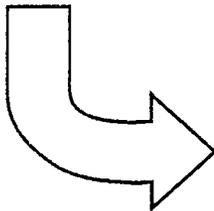
Sewer Base Facility Charge: A charge to recover the fixed costs of utility service regardless of usage.

Utility Tax: A county service tax.

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

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.



Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229





Service To:
ELIZABETH PHILLIPS
11490 COUNTY ROAD 678
WEBSTER, FL 33597-7615
Lot: 1190364 Block:

Account Number
000885170 0628674
 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@aquamerica.com**

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

Bill Date **May 15, 2007**
 Total Amount Due **\$ 130.45**
 Due Date **June 06, 2007**

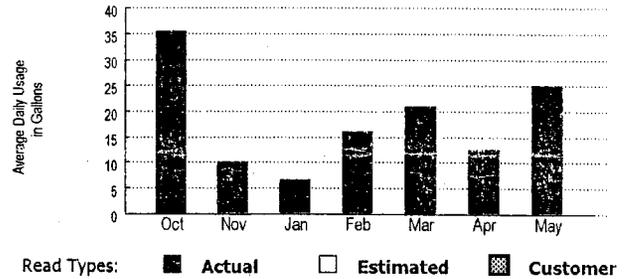
Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
78355118	5/8	05/10/07	28	Actual	62900	700	Gallons
		04/12/07		Actual	62200		
Average Daily Usage = 25 Gallons		Total Days: 28		Total Usage:		700	Gallons

Billing Detail

Amount Owed from Last Bill..... \$ 36.74
 Total Payments Received..... 0.00
Balance..... 36.74
 Current Water Charges..... 48.64
 Current Sewer Charges..... 45.07
Amount Due 06/06/07..... \$ 130.45

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.

1336564

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6600347AP-515-A-0
 REV 01/07

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

Service To:
ELIZABETH PHILLIPS
11490 COUNTY ROAD 678
WEBSTER, FL 33597-7615
Lot: 1190364 Block:

AQUA Water/Sewer Bill

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

Account Number
000885170 0628674
 Amount Withdrawn for your last bill **\$ 36.74**
 To be withdrawn on or before **June 06, 2007**

Amount Withdrawn For this bill **\$ 93.71**
 To be withdrawn on or after **June 06, 2007**

Do Not Pay
 Your bill will be paid through ZipCheck Automatic Payment Program.

Seq=32577 Cyc=33OB 1up=332363

*****AUTO**MIXED AADC 189 C 99 P 138
 ELIZABETH PHILLIPS
 11490 COUNTY ROAD 678
 WEBSTER FL 33597-7615



00088517006286740000000130454



QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

e-mail: custserv@aquaafrica.com

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.

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866.269.2906.

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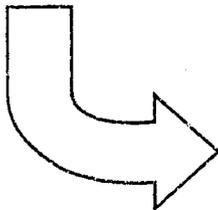
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Utility Tax: A county service tax.

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.



Aqua Utilities Florida

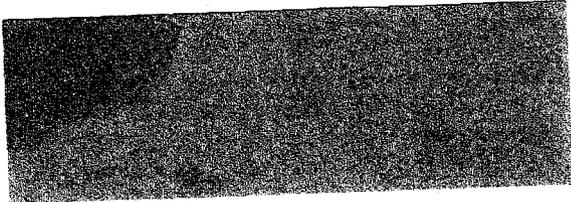
P.O. Box 1229

Newark, NJ 07101-1229



Robert H. Cardinell
5223 Palm Lane
Mt Dora, FL 32757-7124

June 11, 2007



The subject is the meeting in Mt. Dora on June 27th to hold customer service hearings on the application by Aqua Utilities Florida, Inc. for a rate increase for Tangerine water customers under Docket # 06368-WS (copy enclosed). From other notices of this rate increase request, I understand the proposed water rates might nearly triple for the current residents of Tangerine hooked up to Aqua Water lines at the present time.

I was the president of the old Tangerine Water Company for 12 years before retiring in 1994. In those days we had about 225 water company customers and I presume that now that number is about 250+ or so homes.

For the past year a contractor has been installing new blue 6-8" water lines in certain sections of Tangerine for Aqua Utilities of Florida. However, I believe many of these new lines lead in the direction of future new developments outside the current area of old homes and water company users. An example is the new line running down Earlwood to the intersection with Dora Drive or across from Rick Hurlburt's property. They even installed a new fire hydrant at that corner even though there are only five (5) current homes serviced with the old water lines down Dora Drive (houses 5221, 5270, 5171, 5147 & 5107 Dora Drive).

My point here is why should we old-time residents now have our water rates increased to help pay for water lines that primarily will serve the new developments? Rather, I believe the cost of these new lines should be paid for by these developers & not present homeowners serviced by Aqua Utilities. As an example, when the contractor was doing some sort of minor work along Lake Ola Drive, I asked them to propose running a new line down Palm Lane to replace the old rusting 3/4" galvanized line installed about the mid 1950s. I was informed that proposal for a new line was rejected by the Aqua Water manager, so our 7-8 customers on Palm Lane are stuck with this old water line, yet will have our water rates increased sharply if the Florida Public Services Commission approves the Aqua Utilities Florida rate increase request.

I have enclosed a 6/14/00 Legal Notice from Florida Water Services with an attachment that describes the water company territory served in Orange County. From

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 060368-WS EXHIBIT 84

COMPANY Aqua Utilities, Fl, Inc.

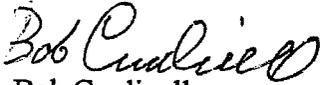
WITNESS Robert Cardinell letter

DATE 06-27-07

that description plus a rough estimate on a map of the Tangerine "Territory Served" you can see there is ample room for water service expansion that could be covered with future development growth in the area assigned to Aqua Utilities Florida, Inc. The old Tangerine Water Co. never had the funds to cover growth of homes in the entire area. Further, a water company must spend money for improvements or growth before they can apply for a rate increase with the FL Public Services Commission. These new larger PVC lines recently installed by Aqua Utilities now gives it the ability to ask for a rate increase to help reimburse them for these costs. I still say, the cost of those new large lines that branch out toward new development sites or proposals should not be charged against current Tangerine homeowners, but rather to the developers or absorbed by Aqua Utilities until such time as the new developments begin being serviced with water. True, many current homes along these new lines are now connected to those lines, but in the past they were receiving adequate water with the old lines at a reasonable cost. Now they will have to pay much more for the same amount of water if this new rate increase is approved.

My request for you is to bring the power of TIS to bear at this hearing and try to reject or get the proposed rates reduced for current Tangerine water customers. If you want more recent water company data, I was followed as water company president by Steve Wiley, 383-7752, and then Greg Hathaway, 383-7038 until the water company was sold to Florida Water Services in January 2000. Aqua Utilities bought the company about 8/04 from Fla Water Services.

Sincerely,


Bob Cardinell

Encl

TIS (Tangerine Improvement Society)
(A homeowners group)