

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: October 23, 2007
TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk
FROM: Rosanne Gervasi, Senior Attorney, Office of the General Counsel *RG*
RE: Docket No. 060368-WS

Please place the attached document in the above-referenced docket file. Thank you.

RG/mrd

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DATE: October 23, 2007

TO: All Parties of Record and Interested Persons

FROM: Rosanne Gervasi, Senior Attorney, Office of the General Counsel *RG*
Marshall Willis, Assistant Director, Division of Economic Regulation *W*

RE: Docket No. 060368-WS - Application for increase in water and wastewater rates in Alachua, Brevard, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington Counties by Aqua Utilities Florida, Inc.

As you may know, the Commission's intent is to allow customer participation at the monthly meetings to be held through February 2008 to review the Commission's complaint process and Aqua Utilities Florida, Inc.'s (Aqua) response time performance and any other service quality issues that may arise. With approximately 110,000 customers in 80 service areas throughout Florida, Aqua is one of the largest water and wastewater utilities in the state. Unfortunately, the Commission's telephone conferencing system will not accommodate more than 125 persons calling in to the Aqua monthly meetings. Therefore, in order to allow for as much telephone participation as possible throughout Aqua's service territory, interested persons who wish to dial into the Aqua informal meeting scheduled on October 30, 2007, or any future Aqua informal meeting(s) to be scheduled through February 2008, are urged to congregate together in a homeowners' association conference room or similar facility and dial in together using a speaker phone. Dialing in together to the extent possible will minimize the number of phone lines in use within your service area. Alternatively, participation in person at the Commission's offices in Tallahassee is welcome. If you choose to participate in person, please call ahead and let the staff know so that we can assure that we have reserved a large enough conference room to accommodate all participants. We hope this process will accommodate all those who wish to participate in the meetings.

Please be advised that if you are unable to dial into the meeting because the telephone conferencing system has reached capacity or for any other reason, the minutes of the meeting will be posted to the Commission's website as soon as possible after the meeting for your information. If you have specific concerns about your service, please call Aqua's toll-free Call Center at 1-877-WTR-AQUA (1-877-987-2782). To lodge a complaint with the Commission about your service, please call the Commission's toll-free complaint line at 1-800-342-3552.

If you have any questions about this Memorandum, please contact Rosanne Gervasi, Appeals, Rules & Mediation Section, Florida Public Service Commission, at (850) 413-6224, or by e-mail at rgervasi@psc.state.fl.us.

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MEETING WITH FLORIDA PSC
OCTOBER 30, 2007

AGENDA

- I. Call Center Project
- II. Training in Call Centers
- III. Refund of Interim Rates
- IV. Meter Replacement/Meter Reading
- V. Q&A