

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 080121-WS

In the Matter of:

APPLICATION FOR INCREASE IN WATER AND
WASTEWATER RATES IN ALACHUA, BREVARD,
DESOTO, HIGHLANDS, LAKE, LEE, MARION,
ORANGE, PALM BEACH, PASCO, POLK, PUTNAM,
SEMINOLE, SUMTER, VOLUSIA, AND WASHINGTON
COUNTIES BY AQUA UTILITIES FLORIDA, INC.



PROCEEDINGS: MT. DORA SERVICE HEARING

BEFORE: CHAIRMAN MATTHEW M. CARTER, II
COMMISSIONER LISA POLAK EDGAR
COMMISSIONER KATRINA J. McMURRIAN
COMMISSIONER NANCY ARGENZIANO
COMMISSIONER NATHAN A. SKOP

DATE: Wednesday, July 16, 2008

TIME: Commenced at 6:00 p.m.
Concluded at 8:20 p.m.

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

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

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PARTICIPATING:

BRUCE MAY, ESQUIRE, ESQUIRE, Holland & Knight Law Firm Post Office Drawer 810, Tallahassee, Florida 32302-0810, and CHRIS FRANKLIN, representing Aqua Utilities Florida, Inc.

CHARLIE BECK, ESQUIRE, AND STEVE REILLY, ESQUIRE, Office of Public Counsel. c/o The Florida Legislature, 111 W Madison St, Room 812, Tallahassee, Florida 32399-1400 representing the Citizens of the State of Florida.

RALPH JAEGER, ESQUIRE, FPSC General Counsel's Office, and MARSHALL WILLIS, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, representing the Florida Public Service Commission Staff.

I N D E X

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WITNESSES

NAME:

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MADALYN MARTIN

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P R O C E E D I N G S

1
2 **CHAIRMAN CARTER:** Good evening to one and all. Thank
3 you all for coming for this service hearing. First of all, let
4 me introduce myself. My name is Matthew Carter. I'm Chairman
5 -- can you guys hear me okay?

6 Beth, can you hear me?

7 **UNIDENTIFIED SPEAKER:** A little louder.

8 **CHAIRMAN CARTER:** It's spook the mike night.

9 Let's try it this way. How about now? Maybe if I
10 scoot up a little closer.

11 Good evening. My name is Matthew Carter, Chairman of
12 the Florida Public Service Commission. Let me take an
13 opportunity to introduce my colleagues. To my immediate right,
14 Commissioner Edgar. To her immediate right, Commissioner
15 Argenziano.

16 **COMMISSIONER ARGENZIANO:** Good evening.

17 **CHAIRMAN CARTER:** To my immediate left, Commissioner
18 McMurrrian. To her immediate left, Commissioner Skop.

19 **COMMISSIONER SKOP:** Good evening.

20 **CHAIRMAN CARTER:** We want to thank you all for coming
21 here tonight, and we have got a few procedural matters to take
22 care of, and then we'll get going.

23 First of all, staff, would you please read the
24 notice.

25 **MR. JAEGER:** Yes, Chairman Carter.

1 By notice, this time and place has been set for a
2 customer service hearing in Docket Number 080121-WS,
3 application for increase in water and wastewater rates in
4 Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange,
5 Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and
6 Washington Counties by Aqua Utilities Florida, Incorporated.

7 **CHAIRMAN CARTER:** Thank you.

8 Now let's take appearances.

9 **MR. MAY:** Mr. Chairman, I'm Bruce May with the law
10 firm of Holland and Knight. My address is P.O. Drawer 810,
11 Tallahassee, Florida 32302, appearing on behalf of Aqua
12 Utilities Florida. With me today is Mr. Chris Franklin, the
13 Southern Regional President. And at the appropriate time, Mr.
14 Chairman, he would like to make a brief opening statement.

15 **CHAIRMAN CARTER:** Okay.

16 Mr. Beck.

17 **MR. BECK:** Thank you, Mr. Chairman.

18 Good evening, everyone. My name is Charlie Beck.
19 I'm with the Office of Public Counsel, and also from the Office
20 of Public Counsel is Steve Reilly, to my right.

21 **MS. BRADLEY:** And I am Cecilia Bradley from the
22 Attorney General's Office.

23 **MR. JAEGER:** Ralph Jaeger on behalf of Commission
24 staff.

25 **CHAIRMAN CARTER:** Thank you so kindly.

1 Let me begin by welcoming you all here tonight.

2 First of all, can everyone see the screen to my left,
3 everyone? You guys over here to my left, can you see the
4 screen all right? Okay. Good. Because in a few moments we'll
5 have our staff to kind of give a general overview of the whole
6 reason why we are here tonight and kind of get to some
7 background information.

8 But, first of all, I wanted to welcome you here. It
9 is a great opportunity for us to come out and hear from those
10 of you that are impacted by this proposed rate increase. And
11 in a moment, after we have the overview from our staff and have
12 a presentation from the company, and at that point in time we
13 will get into a point where we want to hear from you, the
14 public, that want to speak on this issue.

15 And those of you that are wishing to speak, we are
16 going to need to swear you in, because this is being
17 transcribed. We have a court reporter over to my immediate
18 left, and she's going to take down everything that you say and
19 put that in the record. So we want to hear from you. It is
20 very important for us to hear from you to understand, you know,
21 how you feel about this. We are going to be dealing with a
22 situation where we want to know from you about the quality of
23 service, you know, the customer service, and your perspective
24 on the rate increase.

25 So before we go down that road, I want to kind of do

1 a little commercial announcement. Those of you that are
2 wishing to speak, in the back to my left, Bev, just raise your
3 hand there. She has this form for you to sign up, and we will
4 call you as your name is placed on here.

5 Those of you that may not want to speak, or those of
6 you that may speak and forget something, we have these blue
7 forms back here that Ms. DeMello is holding up. The last page
8 on this blue form is an opportunity for you to write down some
9 things that you may have wanted to say that you didn't think
10 of. And if you have some friends and neighbors at home who
11 didn't get a chance to come out tonight that you think they
12 want to hear it, please feel free to pick some of these up.
13 Just tear the back page off and send those in to us, because we
14 really want to hear from you. Thank you so kindly.

15 Before we go any further, let's take a moment to go
16 off the record and have our staff do an overview of the reason
17 we are here.

18 (Off the record.)

19 **CHAIRMAN CARTER:** Thank you, Mr. Willis.

20 Commissioners, before we go into the formal
21 presentation by the parties and the opening statements, we have
22 a procedural matter here. I think the attorney for the company
23 wanted to move in the proof of publication at this point in
24 time, and that would be Exhibit Number 20.

25 **MR. MAY:** Thank you, Mr. Chairman. I have already

1 distributed this to Mr. Beck and to Mr. Jaeger and to the court
2 reporter. It is proof of publication for this evening's
3 hearing and also the two hearings tomorrow.

4 **CHAIRMAN CARTER:** Thank you.

5 And that would be -- Commissioners, that would be
6 Exhibit Number 20.

7 **MR. MAY:** Thank you.

8 **CHAIRMAN CARTER:** Without objection, show it done.

9 (Exhibit Number 20 marked for identification.)

10 **CHAIRMAN CARTER:** Now, at this point in time just for
11 those of you that are here, this is what we call opening
12 statements. Give an opportunity for the company to make a
13 presentation to you, and then we will hear from the Office of
14 Public Counsel, and, Ms. Ross (sic), I will extend the courtesy
15 to as well if you wish to make some comments.

16 So at this point in time we'll hear from the company
17 in making their opening statements. You're recognized, sir.

18 **MR. FRANKLIN:** Thank you, Mr. Chairman and
19 Commissioners.

20 If you're okay with it, if I could speak --

21 **CHAIRMAN CARTER:** You may do so.

22 **MR. FRANKLIN:** Heavy podium.

23 Thank you for the opportunity to make a couple of --
24 say a couple of words at the start of today's meeting. I have
25 met with a lot of customers since I have had this job for the

1 last year and a half, and so I have had some very good insights
2 into what folks are thinking and what their experiences are
3 with the company. And I would like to share some of my
4 thoughts on those issues with you in particular.

5 Before I start with those comments, let me just
6 mention a couple of things. If you have particular customer
7 service or operational issues here tonight that we can solve
8 right here in the room, we do have our customer service folks
9 in the back of the room live on our billing system, and we can
10 hopefully resolve any of those issues if you want to stop by
11 and see them at the end of the meeting. And I will make this
12 promise to you that if there are issues that we cannot resolve
13 for you tonight, but that are still pressing issues, that you
14 will receive a call within 48 hours from our office to try and
15 solve those issues, 48 hours from tonight's hearing.

16 Secondly, I know there has been a lot of interest in
17 the new meters that we have installed, and we have installed
18 meters in all of Lake County at this point, and so there is a
19 display back there to demonstrate how those meters work. And
20 if there are particular concerns, we can walk you through
21 exactly what happens with those meters.

22 And next we have back there -- annually we are
23 required by the Federal Environmental Protection Agency to
24 deliver a water quality report, an annual water quality report.
25 They call it the consumer confidence report. We are required

1 to deliver that to you by July 1st of every year. So,
2 hopefully, you have already received that. If for some reason
3 you have missed that, it is also available on our website or in
4 the rear of the room, and that is system specific.

5 Some customers have also asked about our emergency
6 preparedness plans in the case of a hurricane, and we do have
7 those for your review in the back of the room should you want
8 to take a look at those.

9 I will say, too, the company is trying to step up its
10 efforts to respond on water quality type issues, and we have
11 currently purchased and are testing a system that would allow
12 us -- similar to a reverse 911. It would allow our customers
13 to sign up for a phone number should we have a water quality
14 emergency, so that we can reach out to even your cell phone, or
15 your computer, or your home telephone and alert you
16 simultaneously with a message should we have a water quality
17 emergency. That's in the testing phase, and I would hope that
18 that would be live in the near future.

19 Let me start by saying that Aqua as a company is over
20 100 years old, or about 120 years old. We started in
21 Pennsylvania, and it was not until 2003/2004 that we ventured
22 out of Pennsylvania and ventured into the state of Florida.
23 And we purchased two companies, both from different electric
24 utilities that were exiting the water utility business. And
25 because those electric companies were exiting the water

1 business, we were able to pick up both of those companies at
2 what we call rate base. And my point there by saying rate base
3 is simply that we did not pay a premium for those companies
4 when we purchased them.

5 Now, despite the fact that we bought the companies
6 without paying a premium over what the true value of the
7 companies were, they were poorly capitalized and in many cases
8 needed desperate work, and so we had to move into an immediate,
9 what I will call triage situation, what should we do first,
10 second, and third.

11 We focused first on meeting environmental compliance,
12 and then water quality standards, and it was only then after we
13 could hit those items that we could move into operational
14 items. And by operational, I mean things like meters. I will
15 tell you that we spent considerable capital on system upgrades.
16 And on a statewide basis on all the companies we purchased, we
17 spent more than \$30 million and plan to spend another
18 \$6 million in 2008 to continue our upgrades of the systems.

19 In Lake County, we spent \$1.2 million in the last two
20 years alone. I know our customers in King's Cove came last
21 year and were concerned about the noise of the blowers and the
22 plant was bothering them at night. And so since that time we
23 have gone through the approval process, and we have already
24 poured the cement to move those blower motors to a more quiet
25 place, let's say, so that it doesn't disturb our other

1 customers and neighbors. These issues, like the moving of the
2 blowers and addressing customer issues, come as Tier 2,
3 unfortunately, when you buy a company in such a troubled
4 nature.

5 Now, despite our significant investment here in
6 Florida, we have operated this company using rates that are
7 between 10 and 15 years old. You know, we have 82 systems
8 here, water and wastewater systems. Every system has a
9 different rate, and most of those haven't had an increase in
10 rates in 15 years, 10 to 15 years, with the exception of small
11 index allowances on occasion.

12 Now, we don't have to be financial experts to know
13 that over the last 10 to 15 years costs have climbed, not just
14 labor, certainly chemicals, gasoline even within the last year
15 has jumped enormously.

16 Since we were here with you last year, too, a number
17 of things have changed in the company, and I want to point them
18 out to you. First, we have made significant changes in our
19 staff. We have a new chief engineer at the company. Trish
20 Williams comes from the Department of Environmental Protection.
21 We have a new environmental compliance manager who also came, a
22 former regulator. Patrick Ferris came from the DEP, as well.
23 We have a new chief operating manager, many years of
24 experience. A new customer service manager here in Florida.
25 And we also have a new regulatory manager, who came to us from

1 the PSC, 20 years of impeccable -- with an impeccable
2 reputation and experience.

3 Now, these management changes were one for one, so it
4 has not increased costs. In addition, these management
5 changes, hopefully, demonstrate our intent to operate
6 efficiently and provide good customer service with full
7 compliance with Florida Statutes and regulations. We have also
8 made a lot of changes in our customer call center. Hopefully,
9 if you've called the call center in the last several months,
10 you have seen a marked improvement in the ability to get
11 through on a timely basis.

12 So, now, last year we also heard from many of you
13 that you didn't know the company. We were new to the state,
14 and we heard that you didn't know us. So we planned town hall
15 meetings in a very informal setting. Some of you may have been
16 there. We held one here in Mount Dora several months back.
17 And I thought they were very successful. We allowed the
18 management team from the company to mingle with customers and,
19 hopefully, answer questions and solve problems on a more
20 personal basis.

21 A year ago one of our biggest concerns was too many
22 estimated bills. In the past year, Aqua has developed and
23 implemented a comprehensive plan to change out all of our
24 meters in the state and install the new meters with
25 state-of-the-art radio frequency devices. When a company

1 undertakes a program of this magnitude, changing out all of the
2 meters across the state in a very short period of time, a
3 ballet of sorts needs to take place between the contractor
4 installing the meters, our local operations, and our central
5 headquarters where our customer information system, our billing
6 system is located.

7 Now, we've learned a great deal during the period we
8 have done this, and I hope, I hope that the transition to your
9 new meter was smooth. And, if not, I'm sure I will hear about
10 it, and we can, hopefully, make it right if it hasn't been
11 already.

12 Some customers had questions about the new meters,
13 and as I mentioned there is a display back there to look at.
14 But some have observed the little red dial spinning backwards,
15 and said something must be wrong with this new meter because it
16 spins backwards. Well, that could be caused by a change in
17 pressure. The flow slightly goes backwards. Even when you
18 shut the water off hard, sometimes it throws water back, which
19 could cause that dial to spin a little bit backwards, which is
20 what you want. You wouldn't want water to go back and then
21 come back through and be charged twice for it. You want it to
22 spin a little bit backwards if water goes a little bit
23 backwards.

24 Now, in total we spent about \$5 million on this meter
25 project between 2007 and 2008. And as a result, the meter

1 reader should never have to come on your property again to look
2 at your meter. And as a result, just so far, and we are not
3 all the way through the state yet, but we have already dropped
4 our estimated bill rate from 5 percent down to a percent and a
5 half. So we are very pleased with the results so far.

6 Also, a year ago another concern customers had was
7 around water quality. Fortunately, in Lake County you have
8 some of the best water in the state. And I do know, though,
9 however, in many areas we still hear concerns about hardness
10 and about calcification, that white residue that sometimes
11 forms on your appliances, and sometimes chlorine odor and
12 taste.

13 Those of you who live in The Woods probably know that
14 we recently completed a new treatment plant to address the THM
15 issues in your area. Since the new plant has been in
16 operation, our samples have been fine. As you know, we need to
17 have a running annual average, that's the technical term, a
18 running annual average which falls below the EPA standard of 80
19 parts per billion. So it takes us four consecutive quarters to
20 meet the standard. We expect with two more quarters to be back
21 in full standing in The Woods.

22 I want to tell you that water quality is of critical
23 concern. It's job number one for us. We have one of the
24 nation's top water laboratories in our headquarters outside of
25 Philadelphia, Pennsylvania, and we have spent a great deal of

1 capital here in Florida to meet state and federal standards.
2 Every year we take in excess of 30 -- I'm sorry, 6,300 water
3 samples, which does not include our daily sampling of the pH,
4 and that is system-wide.

5 However, despite all those samples and despite our
6 improvements, we do realize that meeting standards does not
7 always provide you with the aesthetic quality or even
8 confidence in your water that you desire. Yet I do want to
9 acknowledge that the difficulty that we have, as well as many
10 other water utilities in providing water service to smaller
11 communities serviced by a community well, is that it could be
12 very expensive if we were to put filtration on all of those
13 systems. And despite our desire to provide you with that
14 aesthetically pleasing water, those costs in some cases may be
15 prohibitive, but would certainly be in the future. But I can
16 tell you that you can rest assured that we will test your water
17 to make sure that it is safe, and any calls regarding water
18 quality will receive our highest attention.

19 I think it is also important to note that Aqua has
20 one of the lowest operating ratios. And what I mean by that is
21 our operating expenses compared to our revenues. That's not
22 Florida singular, that's company-wide. Obviously, in Florida
23 we have been 15 years without -- or 10 to 15 years without
24 rates. So that is, you know, in the water utility industry.
25 So, in comparison, our expenses don't appear to be out of line.

1 Ultimately, that will be the decision made by the folks who are
2 sitting behind me. Just to give you a frame of reference, we
3 have about 60 employees in Florida for our 40,000 accounts.

4 Now, we understand that our rate request is
5 associated with years of virtually no increased rates. So to
6 minimize the impact of those expenditures on any one customer
7 base under any one system, we believe that a uniform rate
8 structure across the state is the best way to keep rates
9 reasonable long-term. We have a one-page handout that
10 compares -- hopefully, you will be able to pick it up, but it
11 compares our proposed rate increase to a hypothetical
12 stand-alone rate increase, which would be if we took only the
13 costs associated with that system and left the burden only on
14 the customers in that particular system. And you can see that
15 comparison. Some are up and some are down, but you can see
16 what it looks like.

17 So, in summary, if our expenses aren't out of line,
18 and I don't think they are, why are we losing money? Why are
19 we actually in the red? Aqua is in the red in the state of
20 Florida. And I think the simple answer to that question is it
21 has been such a long time since we have had an actual rate
22 increase, and the cost of our expenses continue to climb. I
23 mean, gasoline, chemicals, electric.

24 Now, folks, this is the part of my job that I like
25 least, requesting rates. And I work for a water utility

1 because I believe that in many ways we are making a difference
2 in people's lives providing good quality basic services for
3 folks, wastewater and water. I can also tell you that I don't
4 take this part of my job lightly. When we prepared this rate
5 proposal, we put our brightest people on it. We had many, many
6 iterations in an attempt to find a solution that was equitable
7 for everyone. Now, I can't say that everyone is going to like
8 our proposal, but I can say that it was prepared by people with
9 great integrity and it was done in consideration of impact to
10 the customer base.

11 Now, I have said enough, and I look forward to
12 hearing from all of you in our attempt to continuously improve
13 our company here in Florida. I appreciate your kind attention.

14 **CHAIRMAN CARTER:** Thank you.

15 Mr. Beck.

16 **MR. BECK:** Thank you, Mr. Chairman.

17 Good evening, everyone. My name is Charlie Beck with
18 the Office of Public Counsel, and I want to just take a few
19 moments to tell you who we are and what we are doing in the
20 case.

21 The Office of Public Counsel was created by the
22 Legislature to represent your interests before the Public
23 Service Commission. We are completely independent of the
24 Commission, as the staff has already told you. We receive our
25 funding separate from the Commission and we appear before them

1 as a party to advocate your interests before them. So just as
2 the utility has hired an attorney to represent them and they
3 will be advocating everything they can to present their case,
4 we are going to put on a case in opposition to their rate
5 increase.

6 We certainly do not agree with the company that their
7 costs are reasonable and their expenses are reasonable, and we
8 are delving into that now in the discovery process. We have
9 literally sent the company hundreds of interrogatories and
10 hundreds of requests to produce documents to us, and we are in
11 the process of analyzing that now.

12 Under the system of setting rates, rates are based on
13 their costs. And for the company to claim their costs are
14 reasonable, look at the rates they are proposing. The base
15 facility charges for water and wastewater together are \$67, and
16 that's what you get billed for no usage at all. If you use
17 5,000 gallons of water, and you have water and wastewater
18 service, your bill would be \$130 per month. These rates are
19 among the highest we have ever seen, and it is because the
20 costs are high that the rates are so high. And we are going to
21 do everything we can to bring the rates down in this
22 proceeding.

23 Let me tell you what we have done. Besides the
24 discovery and all that, we've hired three expert witnesses to
25 appear in this case. One witness is an engineer. He's based

1 in Orlando. He will be inspecting the company's systems and
2 looking at the conditions of the plants. He will be also
3 looking at what is called used and useful, which is an analysis
4 of the portion of the plants that are used to serve you.
5 Because sometimes plants are built bigger to serve future
6 customers, and the rates should be set only on the portion of
7 the plants that is dedicated to serving you.

8 The second witness we've hired is a consultant that
9 specializes in rate cases and cost review. This witness in
10 particular has a lot of experience in affiliated costs, and
11 there are lots of affiliated costs in this case. The parent
12 company in Philadelphia allocates a whole series of costs down
13 to Florida. So when you see what the costs are in Florida,
14 much of that are costs that are allocated from the parent
15 company. We spent a lot of time looking at that, and we're
16 going to do a lot -- present testimony on the reasonableness of
17 those costs that are being allocated.

18 The third witness we are going to present is an
19 expert in finance, and that witness will be talking about the
20 profit level that the company is entitled to. The company is
21 asking for one return on equity profit level. We are going to
22 present a witness that's going to tell the Commission that it
23 is too high, that the company can run fairly and profitably at
24 a much lower profit level than the one they are requesting.

25 In the setting of that, one of the important things

1 that the Commission takes into account is the quality of the
2 service they provide. So your testimony here tonight is very
3 important, because that will relate directly to the profit
4 level that the Commission sets.

5 So, once again, thank you for coming out. It's a
6 rainy night. I know it's getting late, so thank you for
7 coming, and we look forward to your testimony.

8 **CHAIRMAN CARTER:** Thank you.

9 Ms. Bradley.

10 **MS. BRADLEY:** I am Cecilia Bradley, and I am with the
11 Office of the Attorney General. Our office from time to time
12 works with Public Counsel to assist them in these matters. I
13 have gotten e-mails from a number of folks about their utility
14 bills in this case, and we just wanted to take the time to come
15 down and hear from you, and hear more details from you, and get
16 to meet some of you that I've been getting e-mails from. And
17 so I want to say thank you for coming out tonight. I have a
18 feeling that most of you probably had something else you would
19 rather have been doing tonight. And lot of us just grumble
20 about our bills, for you to take time out of your schedules to
21 come out here tells me that you are serious about this. And so
22 we certainly appreciate it.

23 **CHAIRMAN CARTER:** Thank you, Ms. Bradley.

24 Those of you that have signed up to speak tonight,
25 you will be coming down to this podium here, and as you do, the

1 court reporter will be taking it. So when you come down,
2 please state your name and address and, you know, what
3 subdivision you live in, so she can have that for the record.

4 It's very, very important for us to hear from you,
5 the public, on these issues pertaining to, first of all, the
6 quality of service provided as Mr. Willis talked to you in the
7 opening presentation. Secondly, in terms of the interaction
8 with the company, for whatever reason that may be. And then
9 your opinion on this proposed rate increase.

10 So at that we are ready -- to the point to swear
11 everyone in. Those of you that are wishing to speak, you will
12 have to be sworn in. So at this point in time, those of you
13 wishing to speak, would you please stand and raise your right
14 hands so I can swear you all in as a group.

15 (Witnesses sworn.)

16 **CHAIRMAN CARTER:** Thank you. You may be seated. I
17 guess I probably shouldn't have taken that off of there.

18 **COMMISSIONER ARGENZIANO:** Just slide it back.

19 **CHAIRMAN CARTER:** I guess everybody knows that I'm
20 not an engineer.

21 Mr. Beck will be calling your name. And as he does
22 call your name, please come up to the podium here and state
23 your name and address, so we can have that for the record.

24 Mr. Beck -- oh, it will be Mr. Reilly.

25 **MR. REILLY:** Yes, sir. It's a tag team.

1 **CHAIRMAN CARTER:** Steve Reilly from the Office of
2 Public Counsel.

3 Mr. Reilly, you're recognized, sir.

4 **MR. REILLY:** Yes. Thank you, Commissioner.

5 Our first witness is Walter Tomczak. If you could
6 come forward and present your statement.

7 WALTER TOMCZAK

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

10 DIRECT STATEMENT

11 **MR. TOMCZAK:** Mr. Chairman, I want to thank you and
12 your staff as well as the people from the State Attorney's
13 Office for the opportunity here to address you.

14 I have filed my complaint with the Public Service
15 Commission, which was a very pleasant experience, a surprise
16 that people reacted as quickly as they did. Mr. Jeremy Kasten
17 handled my case, filed my complaint, Number 782-106-10. And it
18 was some time, but then Aqua responded and he said that there
19 was nothing resulting or they could answer to my complaint. I
20 called -- the person I spoke to there was Maria Delgado
21 (phonetic), and my only recourse there she told me was to
22 refile, which she did.

23 The problem that I have is the water usage that I am
24 presenting here is based on simple mathematics. According to
25 Aqua Water -- I'm sorry, I forgot I'm supposed to state my

1 name.

2 I will start from the beginning. My name is Walter
3 Tomczak, T-O-M-C-Z-A-K. My address is 33338 Fairway Road,
4 Leesburg, Florida 34788.

5 The problem here is with Aqua regarding the amount of
6 water they claim that I have used. The case in point is that
7 in the month of May they have billed me for 46,700 gallons of
8 water, which is supposed to be used in 32 days. Now, some
9 simple mathematics here. The water pressure from Aqua comes
10 through the meter at 17 gallons per minute. The pressure
11 between 50 to 70 PSI. The output at 17 gallons per minute for
12 60 minutes is 1,050 gallons per hour. And you take
13 1,050 gallons per hour in a 24-hour period, you're using
14 25,200 gallons of water, if my mathematics are correct. And
15 over a 32-day period that is 806,400 gallons of water.

16 Now, Aqua has -- when I made my complaint they sent
17 out their field representative to check the meters. They
18 checked the flow. They did a simple flow test. Checked the
19 meter and the amount of water and all of that, and it just
20 didn't make sense. So I went ahead and pursued this. I had
21 called Aqua several times in their main office in Bryn Mawr,
22 Pennsylvania. The supervisor I talked to at that point was Ms.
23 Tomica Bellamy (phonetic), and she indicated to me that
24 undoubtedly we had a possible leak in our system that caused
25 the usage of this amount of water.

1 First of all, our house is not pretentious. It's
2 small, three bedroom, two bath. It is my wife and I. We are
3 86 years old. The main usage for water would be for hygienic
4 purposes, for cooking, for washing clothes, and for sprinkling
5 the lawn, and that's it. They claim that there was a leak in
6 the area in the pipes that was causing the problem. At any
7 time had there been a leak in the irrigation system, there
8 would have been water -- you're talking about 47,000 gallons of
9 water. That would have been quite a puddle. And the grass
10 would have been really growing in that particular area, and my
11 yardman would have never been able to get a mower through
12 there.

13 To top that, I hired a certified irrigation engineer
14 to come out to check whether there was a possibility that the
15 sprinkler -- every sprinkler head was checked, and he indicated
16 that the sprinkler system was functioning fine. There was no
17 problem there. Personally I had to get down on my hands and
18 knees, and I dug up every one of the sprinkler heads to check
19 the piping myself at every sprinkler point. There was no
20 leakage whatsoever.

21 I reported this back to Ms. Delgado, and she said,
22 well, there's a problem there with your sprinkler system, and
23 you will have to find out exactly the output of water per each
24 sprinkler head. Well, the irrigation system that I have is
25 three stations with six sprinkler heads on each station set to

1 run for 45 minutes per station. With 45 minutes per station at
2 17 gallons a minute, I would be using 765 gallons of water.
3 765 gallons of water on three stations would total
4 2,295 gallons of water. Watering my lawn twice a week and
5 complying with the Lake water that I can only water twice a
6 week, I would be using 4,590 gallons of water. And taking
7 4,590 gallons of water in a four-week period, I would be using
8 10,360 gallons of water per month. Deducting that from the
9 46,700 gallons, my wife and I are just splashing around in
10 36,340 gallons of water.

11 I requested is there a possibility that the meter was
12 misread. We never make a mistake on our meters. Aqua can be
13 very proud of that. I dispute the fact that there is no
14 problem in reading the meters inasmuch as during that
15 particular time that I was using 46,700 gallons of water, the
16 meter was changed three times by Aqua.

17 Now, the ridiculous part about this whole thing is
18 that the total amount of 46,700 gallons of water cost \$70
19 wasn't the problem. I am just wondering how many other people
20 that when they received their bill, they pay their bill, would
21 take the time to see how those little graphs that -- they have
22 the bar chart that shows the amount of water that they use, and
23 where they have surges, are these surges warranted and they use
24 that much water. Is there a possibility?

25 Well, we have had so many meter changes it's

1 ridiculous. In the period of the statements that I received
2 from Aqua, during the period of March they indicated there
3 where a new meter was installed for over an eight-day period
4 4,200 gallons of water were used, the daily average would be
5 525 gallons per day. The old meter that they had, for a 24-day
6 period was 6,500 gallons used which is 271 gallons per day.
7 Yet in the month of April in 27 days I used 629 gallons per
8 day. Comparing this to 32 days with 10,700 gallons with
9 334 gallons per day. This is ridiculous. There is something
10 really ridiculous about the meter system.

11 And these are simple -- this is simple arithmetic.
12 This is nothing complex. And here to top it all, this past
13 month now, from May 12th to June 12th, 31 days, they indicate
14 18,200 gallons usage with 587 gallons per day. These figures
15 just don't relate. I question this and would like to know
16 whether Aqua uses any standards that are set by a governing
17 standards body, such as ASCM or ANSI to determine whether the
18 meters are set to certain standards set by the water
19 commissions and water authority and how often are they checked
20 or rechecked or calibrated. I'm sure other industries that
21 pour liquids of one sort of another have similar meters that
22 are, or have been complied with standards set by governing
23 bodies such as ASCM or ANSI.

24 **CHAIRMAN CARTER:** Thank you, Mr. Tomczak. Do you
25 have a second? Let me see if the Commissioners have any

1 questions.

2 Commissioners? Any questions from the parties?

3 Commissioner Argenziano, you're recognized.

4 **COMMISSIONER ARGENZIANO:** Thank you.

5 Mr. Tomczak, can you tell me what you think -- before
6 the meters were changed out, what you were experiencing was
7 your -- I got numbers down from the new meters. But what do
8 you think or feel that your average use per month was before it
9 started --

10 **MR. TOMCZAK:** Oh, boy. I have it.

11 **COMMISSIONER ARGENZIANO:** Okay.

12 **MR. TOMCZAK:** It is a bar chart. Up and down and up
13 and down.

14 **COMMISSIONER ARGENZIANO:** So it never was
15 pretty much --

16 **MR. TOMCZAK:** Oh, there is no consistency whatsoever.
17 As I indicated for my usage of water and the biggest usage
18 would be the sprinkling system.

19 **COMMISSIONER ARGENZIANO:** But do you use those every
20 day?

21 **MR. TOMCZAK:** I can't water every day. I can only
22 water twice a week. And when it is raining, I don't use it at
23 all. Why should I water when it's raining?

24 **COMMISSIONER ARGENZIANO:** And one other question.
25 You had the gentleman come in to check your sprinkler line and

1 they found no leaks?

2 **MR. TOMCZAK:** Absolutely nothing at all, no problem
3 whatsoever.

4 **COMMISSIONER ARGENZIANO:** Okay. Thank you.

5 **CHAIRMAN CARTER:** Commissioner Skop.

6 **COMMISSIONER SKOP:** Thank you, Mr. Chairman.

7 And thank you, Mr. Tomczak, for coming out and
8 sharing your concerns. I was wondering if it might be possible
9 to take a look at the bills. I know perhaps somebody could
10 walk over to the side and --

11 **MR. TOMCZAK:** Take a look at what?

12 **COMMISSIONER SKOP:** Your bills, sir.

13 **MR. TOMCZAK:** Yes.

14 **COMMISSIONER SKOP:** The bar chart.

15 **CHAIRMAN CARTER:** We will give it back to you before
16 you leave tonight. We'll have one of our staff pick it up and
17 get it back to you.

18 Mr. Reilly, did you have a question?

19 **MR. REILLY:** Just two quick questions. These bills
20 over here, these bills are all for 2008 usage, is that correct?

21 **MR. TOMCZAK:** Yes. They start from January and go
22 right through.

23 **MR. REILLY:** 2008. Has your question been resolved
24 at this point by the company?

25 **MR. TOMCZAK:** No, it has not. I have not been -- I

1 have still used the water. I have still used the water. I
2 paid for it, okay? But I don't believe I used it. There is no
3 way anybody could tell me that I have used that amount of
4 water. That is a tremendous amount of water.

5 Let me just say one other thing. I checked one other
6 person to find out how much water 46,700 gallons -- where could
7 I put it? I had a swimming pool corporation in Leesburg give
8 me an example. A pool 20-by-40 with an average depth from
9 three feet to eight feet, the average depth would be 5.5.
10 Multiply that by 7.5 cubic. You have got 30,000 gallons of
11 water for that swimming pool. I don't have a swimming pool.

12 **COMMISSIONER ARGENZIANO:** Mr. Chair.

13 **MR. TOMCZAK:** That's a lot of water.

14 **CHAIRMAN CARTER:** Commissioner Argenziano.

15 **COMMISSIONER ARGENZIANO:** I would like to ask the
16 company while they are here to please, specifically, if you
17 could look into this, because it sounds something like I have
18 heard at other hearings where they may have been adding the
19 extra zero due to the new meters. And if you could personally
20 take a look at that, it may end the frustration that Mr.
21 Tomczak has been experiencing.

22 **MR. FRANKLIN:** I would be happy to take a look at it.
23 We can go on our system and take a look at it, and see if we
24 can resolve this right away.

25 **COMMISSIONER ARGENZIANO:** Thank you.

1 **CHAIRMAN CARTER:** Thank you.

2 Commissioner Skop.

3 **COMMISSIONER SKOP:** Thank you, Mr. Chairman. I guess
4 I've got the microphone here that may not be working. Can
5 everyone hear me okay? Okay.

6 Thank you, Mr. Chairman, and thank you, Mr. Tomczak.
7 I guess one thing I also noticed, too, is it appears that you
8 have automatic withdrawal, so your bill gets paid
9 automatically.

10 **MR. TOMCZAK:** Yes, the bill is paid on time.

11 **COMMISSIONER SKOP:** So trying to resolve any disputes
12 after the fact, the money is already out of your account,
13 correct?

14 **MR. TOMCZAK:** Right.

15 **COMMISSIONER SKOP:** Okay. Thank you.

16 **COMMISSIONER ARGENZIANO:** Mr. Chair.

17 **CHAIRMAN CARTER:** Commissioner Argenziano.

18 **COMMISSIONER ARGENZIANO:** Just if staff could follow
19 up, and maybe the company could get in touch with staff when
20 they find out what the problem was with Mr. Tomczak, I would
21 appreciate knowing, or I'm sure we all would.

22 Thank you.

23 **CHAIRMAN CARTER:** Thank you.

24 Mr. Reilly, did you have additional comments?

25 **MR. REILLY:** No further questions. We sure

1 appreciate you coming out today.

2 **CHAIRMAN CARTER:** Thank you, Mr. Tomczak.

3 **MR. TOMCZAK:** Thank you.

4 **CHAIRMAN CARTER:** Don't leave. We are going to get
5 your information back to you.

6 Mr. Jaeger.

7 **MR. JAEGER:** I just have one question.

8 **CHAIRMAN CARTER:** Your mike is not on.

9 **MR. JAEGER:** Mr. Tomczak, I think you said that you
10 had that 46,700 gallons of water usage billed in May. Was that
11 for approximately a 30-day period? Was that from like April --

12 **MR. TOMCZAK:** A 32-day period. You notice the dates
13 on there, the dates are not on a monthly basis. They are like
14 in mid-month. The dates vary on there.

15 **MR. JAEGER:** That's all I have.

16 **CHAIRMAN CARTER:** Thank you, Mr. Tomczak, and don't
17 leave it with us. We will get your information back to you
18 before tonight is over. And also the company has
19 representatives back there.

20 **MR. TOMCZAK:** May I just say one more thing, sir?

21 **CHAIRMAN CARTER:** Let me just finish this one thought
22 before I have one of my over-fifty moments. Is that we will
23 get -- the company has representatives back there and staff to
24 follow up to make sure on this.

25 Yes, sir, Mr. Tomczak.

1 **MR. TOMCZAK:** Okay. Regarding the proposed rate
2 increase.

3 **CHAIRMAN CARTER:** Yes, sir.

4 **MR. TOMCZAK:** During that period of time, as I said,
5 it wasn't the \$70, but the usage of water was 150,200 gallons
6 of water over a six-month period. Okay. Now, that's a lot of
7 water, and the total amount of that, of what I figured here
8 from the invoices there is \$246.60. Now, again, I dispute the
9 46,000 gallons, so, I mean -- but on the proposed rate, what I
10 have figured here, my new rate -- using the new rates on this,
11 the amount would be, give or take, now, \$1,428. That's a
12 healthy increase.

13 **CHAIRMAN CARTER:** Yes, sir, indeed. Absolutely.

14 **MR. TOMCZAK:** Very healthy increase. I would get
15 sick in paying that bill.

16 **MR. JAEGER:** Mr. Tomczak, excuse me. My co-worker
17 just -- could we have the system that you are on, that might
18 help us get to the bottom of it, too. Which system serves you?

19 **MR. TOMCZAK:** Sorry?

20 **MR. JAEGER:** Which system serves you from Aqua? Do
21 you know the system?

22 **COMMISSIONER ARGENZIANO:** Is it a particular
23 community?

24 **CHAIRMAN CARTER:** Silver Lake Estates.

25 **MR. JAEGER:** Okay, thank you.

1 **CHAIRMAN CARTER:** Let me have Mr. Willis to speak to
2 that.

3 **MR. WILLIS:** Not a problem. Just to answer your
4 question, statutorily the Commission has a limited amount of
5 time in which they must process a rate case. And that is by
6 statute, we have to process it within eight months of the
7 company filing an application. So --

8 **MS. HAGERTY:** Is it coincidental that these things
9 happen? This is where we were a year ago.

10 **MR. WILLIS:** I can't speak to whether it's
11 coincidental or not. I just know that we have certain timing
12 to be able to get things accomplished, so we have to schedule
13 service hearings at a certain point within the process. Now,
14 the Chairman did speak to this blue document. If there are
15 customers who have concerns and comments, they can fill these
16 out.

17 **MS. HAGERTY:** Yes, I intend to pick up a stack of
18 them and take them with me.

19 **MR. WILLIS:** Very good. And they can send those in,
20 and their comments will be placed in the docket file.

21 **MS. HAGERTY:** Okay. All right. Thank you.

22 I am one of Aqua Utility Florida's many undesirable
23 water customers. We are undesirable, because -- well, in my
24 case, I average about 3,000 gallons a month. Well, many of the
25 Aqua customers average less than I do, because they are not

1 here 12 months out of the year like I am. And also Floridians
2 have been told for many, many years now, use your water
3 sparingly, because some day there may not be any if we don't.
4 So I'm wondering if Aqua Utilities were aware of that when they
5 purchased all of this patchwork of water systems.

6 But, anyway, their solution, apparently, to this low
7 volume problem is to double the base facility rate, plus
8 increase the gallonage rate. This proposed base facility rate
9 alone is higher than my usual current bills for 3,000 gallons
10 of water. That's before the base facility rate, no water use,
11 just -- it's going to cost me more before I turn the faucet on
12 if this goes through.

13 And we're talking about water here, a basic necessity
14 of life. And I don't mean swimming pools or lush green lawns.
15 I mean talking about flushing toilets and bathing and cooking
16 and laundry, and I even drink the stuff. It's just something
17 we can't do without. We don't have a choice. We have to have
18 that water coming in. And I feel like we're over a barrel
19 right now. This is a terrible time to -- well, anyway, we have
20 young adults here who are working two and sometimes three
21 different jobs trying to eke out a decent living for their
22 families. And they are all scared to death that maybe that
23 paycheck will be the last one.

24 And we have senior citizens here this evening who are
25 struggling to live on their so-called fixed incomes. With the

1 interest on CDs steadily declining and the prices of everything
2 increasing, we, too, are struggling with the day-to-day cost of
3 living. Yes, a really bad time to be bumping up the cost of
4 something as basic as water.

5 But if all else fails, and Aqua Utilities gets what
6 they want, I would like to respectfully request that Aqua
7 Utilities sweeten the pot a little bit. Aqua Utilities should
8 include the cost of the first 4,000 gallons of water in their
9 outrageous base facility rape, I mean rate.

10 Thank you for your time and attention.

11 **CHAIRMAN CARTER:** Thank you, Ms. Hagerty. One
12 second.

13 Commissioners, any questions?

14 Mr. Reilly?

15 **MR. REILLY:** Not at this time.

16 **CHAIRMAN CARTER:** Thank you, Ms. Hagerty.

17 Your last suggestion was for Aqua keep the 4,000
18 gallons in that base rate so there will be no charge, other
19 than --

20 **MS. HAGERTY:** Yeah, to give us a little bit.

21 **CHAIRMAN CARTER:** Yes, ma'am.

22 **MS. HAGERTY:** They want us to give them a lot. Let
23 them give us a little bit.

24 **CHAIRMAN CARTER:** Yes, ma'am. Thank you so kindly.

25 Mr. Reilly.

1 a customer call service, which I'm really happy to hear that,
2 because somehow I guess we had a leak. And we called over and
3 over and they said, well, we have an emergency worse than
4 yours, just let it run.

5 Well, I had about, like, a \$455 water bill, which was
6 an astronomical amount of money for me, because I was paying
7 everything myself at the time. So, anyway, finally, that got
8 resolved, but I could never reach anybody there at all. There
9 was no communications. I would get somebody, and they would
10 say, well -- I said, well, don't you have a supervisor? I'm
11 the type of person, I would like to go straight to the
12 supervisor or whoever is in charge. No, we don't have anybody
13 like that. But they didn't cut my water off, because I said,
14 okay. I mean, you know, how can you live without water. So I
15 would send in like \$100 or \$180. This went on for quite
16 sometime.

17 Finally -- I mean, this went on like months. And I
18 did get ahold of a gentleman, and they got it straightened out
19 somewhat. We have always had a terrible water bill, and they
20 did give me some adjustment. They did give me some adjustment.
21 But the water bills have always run a hundred -- like I say, I
22 should have done -- I should have pulled out what this
23 Mr. Tomczak said, but I did not.

24 But most of these people that live around there are
25 so bad, and they are really -- and with this gas and the food

1 situation, I don't know how they are going to make it because
2 of the increase in the utilities. I mean, just our situation,
3 I don't know how we are going to make it. My son says, well,
4 we will get a well. Well, you know, that costs a lot of money.

5 I do have the list of the people, and I will continue
6 to get more. And I will be at all of these hearings, and I am
7 so thankful, and I just want to thank everybody here because I
8 really was not aware as much I am now about this water
9 situation. And, you know, water is a part of life. You know,
10 we have to have water. And like my son has no sprinkler
11 system. He has got one bathroom. He lives by himself. Half
12 the time, I hate to say this, he sleeps in two or three days at
13 a time, which I know it is not normal, but he's not normal.
14 So, I mean, that's just the way it is.

15 And if this increase would happen to be -- like this
16 bill I've got now is 101 -- well, this month it was 99, last
17 month, which I have a bill with me, is 101. Just think what it
18 would be if this increase does go through. And we are not
19 wealthy people. But I'm not as concerned, truthfully, as for
20 all of these other people around there. That whole area is
21 kind of indigent. And you can drive down the street, there is
22 no grass. I mean, it is really pretty bad. Fortunately, we
23 have had some rain. And so I'm thinking, gee whiz, I guess
24 we're going to have to get some tubs and some of those pipes
25 and catch water, and like the cisterns, you know, or something

1 like that, because that's how people used to have to live. But
2 you still need water to cook with.

3 And so I don't know what -- I don't know what the
4 answer is. I just hope and pray somebody -- and, I mean, all
5 the good things this gentleman here that they have done sounds
6 wonderful. And when they put that new meter in, I think that's
7 wonderful. And I know the company probably is trying to
8 improve. And, of course, if you buy a losing proposition in
9 the beginning, you have to realize that there are a lot of
10 outlays that is necessary and improvements. But due to -- I
11 mean, I am sure none of us considered what's happening to
12 everybody today, I don't care how wealthy you are.

13 And I have like -- I live in a house with about,
14 like, an acre. And our water bill runs -- we water twice a
15 week, and I use water like, you know, zoop, it is going out of
16 style, and our water bill runs like 160 every two months. And
17 that's -- that's a huge lot, and it is watered twice a week.
18 So a little bitty lot with one person and one cat and no grass
19 half the time -- and somebody that doesn't even really bathe
20 all that regular, I don't see how they can use that much water,
21 really.

22 Thank you.

23 **CHAIRMAN CARTER:** Ms. Martin, thank you. And before
24 you go, on the back of that blue sheet --

25 **MS. MARTIN:** I am going to take lot of them.

1 **CHAIRMAN CARTER:** Yes, ma'am.

2 **MS. MARTIN:** I'm going to take a lot of them, yes.

3 **CHAIRMAN CARTER:** And also the names of the people
4 that could not come that you have --

5 **MS. MARTIN:** I have these, yes.

6 **CHAIRMAN CARTER:** -- please get that information to
7 us.

8 **MS. MARTIN:** Do you have a copier? I'd like to keep
9 this copy.

10 **CHAIRMAN CARTER:** Well, you can keep it. We'll have
11 one of our staff people --

12 **MS. MARTIN:** Okay.

13 **CHAIRMAN CARTER:** Dick, in the back.

14 **MS. MARTIN:** Okay. Because we have more coming. We
15 just didn't -- I didn't have enough time. I depended on my son
16 to get them, and that was not good. I should have gotten them
17 myself.

18 **CHAIRMAN CARTER:** That's okay. We've got time, and
19 we can get it. Hang on one second before you go.

20 **MS. MARTIN:** Yes.

21 **CHAIRMAN CARTER:** Commissioner Argenziano.

22 **COMMISSIONER ARGENZIANO:** Ms. Martin, you were
23 talking about calling the service, the customer service. Could
24 you tell me how long ago that was?

25 **MS. MARTIN:** I would need to go back and check my

1 records, but I kept all those bills and records. I think
2 maybe --

3 **COMMISSIONER ARGENZIANO:** Was it recently?

4 **MS. MARTIN:** No, no, no. I think it was a couple of
5 years ago. And, finally, I did get some adjustment. And I
6 would have to go back and even look at that. I was just so
7 thankful to get something.

8 **COMMISSIONER ARGENZIANO:** I understand that, and I'm
9 glad that that happened. I just wanted to see if -- I know
10 that the company has replaced people and added people at the
11 service centers, so I was trying to figure out if that was
12 recent or not.

13 **MS. MARTIN:** No, it was not recently, and I would say
14 it was a couple of years ago. And you may have a call center
15 now, I don't know. But, finally, I did get one person who was
16 pretty dedicated, and I don't know what they did, believe me, I
17 was so desperate. And at the time I worked, and I had an
18 income. Now I don't even work because I was laid off. So, you
19 know, it -- but, like I say, I'm not as concerned about us as I
20 am the older people around us, because it is a sad situation,
21 I'll tell you.

22 **COMMISSIONER ARGENZIANO:** Thank you.

23 **CHAIRMAN CARTER:** Thank you. And thank you for
24 caring for your neighbors, too.

25 Ms. Martin. Ms. Martin, one second.

1 Mr. Reilly.

2 **MR. REILLY:** Just a couple of real quick questions.

3 **MS. MARTIN:** Sure.

4 **MS. BRADLEY:** Are you familiar with which system is
5 served here at Skycrest Boulevard, which system it is?

6 **MS. MARTIN:** No, I'm not. Wait a minute. I've got
7 the bill.

8 **MR. JAEGER:** It is the Skycrest System.

9 **MR. REILLY:** I see. Okay. And then this \$450
10 problem, the leak, do you know approximately when that
11 happened?

12 **MS. MARTIN:** Like I said, no, not right here now. I
13 know it was at least maybe two or three years ago. I mean, I
14 like to have never got it straightened out, and I thought
15 they -- but they did not cut the water off, because I kept
16 sending in amounts of money. And truthfully, to be honest with
17 you, I don't know who came out. You know, I mean, I don't know
18 that part. I just know that I have got all the checks and I've
19 got all the documents.

20 **CHAIRMAN CARTER:** Thank you, Ms. Martin.

21 Mr. Reilly.

22 **MR. REILLY:** Okay. Our next witness is John Barzyk.

23 JOHN BARZYK

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

DIRECT STATEMENT

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MR. BARZYK: Good evening. I'm John Barzyk. I reside at 2510 Loch Ness Court in Leesburg in a subdivision called Scottish Highlands, and we are served by the server of Silver Lakes Estates, Western Shores District.

I would like to thank the Commission for allowing me to voice my opinion regarding the proposed Aqua Utilities Florida rate case. Don't get too upset with me. This is an old testimony. But it happens to be a letter that has been signed by residents of Scottish Highlands, and, basically, what it says is, yet, again, Aqua Utilities has requested exorbitant rate increases.

As a resident of Scottish Highlands, I wish to go on record as being opposed to these excessive increases. I have here 312 letters signed by residents of Scottish Highlands, which represent 403 signatures. I would like to turn these over to someone at this point.

CHAIRMAN CARTER: Thank you. Staff. This will be Exhibit 21, I believe we are on. Is that right, staff?

MR. JAEGER: Yes, Chairman, it is Exhibit 21. And was that 403 letters from Scottish Highlands?

MR. BARZYK: Yes. Let me repeat, we have 403 signatures here and 312 letters.

CHAIRMAN CARTER: 312 letters and 403 signatures. Thank you.

1 (Exhibit 21 marked for identification.)

2 **THE WITNESS:** I would like to thank the Commission
3 for allowing me to voice my opinion tonight regarding the
4 proposed rate case. I speak here for myself as a resident.
5 I'm not speaking for anyone in particular from Scottish
6 Highlands, strictly myself.

7 Having worked for a regulated utility in another
8 state prior to retiring, I understand the need for rate relief.
9 I further understand that if granted the increase should not
10 only be completely justified but allowed to be spread over a
11 reasonable recovery period. You can't get everything today.
12 Aqua Utilities doesn't seem to understand the meaning of the
13 word recovery, since they are once again proposing increases
14 that are in triple digits and completely beyond my
15 comprehension and that of any reasonable individual.

16 AUF is proposing a final uniform rate of \$40.92 to
17 all customers for 5,000 gallons of water. Since the existing
18 rate is \$14.19, this represents an increase of \$26.73, or
19 188 percent. I had to check my math several times before
20 believing these numbers. They are not only ridiculous, but I
21 find it to be an embarrassment, not only to us, the customers,
22 but to the company itself.

23 Most people will use more than 5,000 gallons of water
24 during the month unless they have been away. After checking
25 the final uniform rates for usage over 5,000 gallons, the rate

1 goes from \$1.31 to \$4.76, a beautiful increase of 263 percent.
2 Again, I had to check my math. This is devastating
3 disheartening news for anyone to bear.

4 What world is Aqua Utilities really living in? The
5 government tells us that our core inflation rate is under
6 3 percent. We know that the inflation number is much higher,
7 because it doesn't include costs such as food, energy, health
8 costs. Nevertheless, Social Security checks increased by only
9 2.7 percent this year, and a similar amount last year. How
10 many people in this audience who are working today for a
11 living, including the members of this Commission, would not be
12 satisfied with a 5 percent or 10 percent raise in their salary?
13 I venture to guess that you would be pretty happy with that.
14 Putting that into proper perspective for just a moment, how
15 does 263 percent sound to you? It scares the hell out of me.

16 Again, Aqua America, the parent company, apparently
17 has no shortage of cash, since their acquisition program
18 continues to grow rapidly. And reading headlines on the
19 Internet tells me they have recently spent millions of dollars
20 in order to provide grease removal services for the Smithfield
21 Beef Group. Under another contract, Aqua has purchased a
22 regulated wastewater and irrigation system in Lee County,
23 Florida.

24 Since Aqua America's Pennsylvania Division bought
25 dozens of small water companies in Florida over the past few

1 years, including ours, I don't like the way I'm treated when I
2 have questions about my water bill. I wind up talking to
3 someone in Pennsylvania who seems to be so far removed from
4 what is going on here in Leesburg, I guess I am viewed as just
5 another one of those stupid old Florida seniors, who is not
6 only a great candidate to be scammed, but taken advantage of at
7 every opportunity.

8 In conclusion, I know this Commission will review
9 this rate case carefully, since there will be loads of numbers
10 and funny money, I say funny money for you to look at. I am
11 not opposed to a company making money for its employees and
12 stockholders, but I draw the line on what is fair and just.

13 I am completely opposed to this second attempt by AUF
14 to raise rates so excessively. There's no shortage of
15 adjectives that can be used when looking at this rate proposal.
16 Some might even be expletives. You might even hear some of
17 them here tonight from other customers. As for me, I consider
18 this rate case a clear example of gross irresponsibility by
19 Aqua Utilities Florida toward the community that they serve.
20 Also, they are a very, very poor neighbor.

21 This completes my testimony. If there are any
22 questions regarding my comments, I'd be pleased to answer them.

23 **CHAIRMAN CARTER:** Thank you.

24 Commissioners?

25 Mr. Reilly, any questions?

1 **MR. REILLY:** No questions. Thank you.

2 **CHAIRMAN CARTER:** Thank you very kindly, Mr. Barzyk.
3 Commissioners, before we go to our next witness,
4 let's back up for a moment.

5 **MR. BARZYK:** Are you through with me?

6 **CHAIRMAN CARTER:** Yes, sir. Yes, sir. Thank you so
7 kindly, and thank you for bringing those letters in from your
8 neighbors, too, by the way.

9 Commissioners, on Ms. Martin, she had some
10 information with some names and all like that, so let's make a
11 placeholder for that. That will be Exhibit 22 for Ms. Martin.
12 And I know she has talked to staff about getting that. We may
13 not have the copier available tonight, but let's keep a
14 placeholder for the file, so when we get that we can put that
15 as part of the file.

16 Mr. Jaeger.

17 **MR. JAEGER:** And that is a petition that --

18 **CHAIRMAN CARTER:** She has some names and some
19 comments of some people on Skycrest Boulevard.

20 **MS. MARTIN:** And I will get more.

21 **CHAIRMAN CARTER:** And she will get more. So we'll
22 hold a place for you. That will be Exhibit 22, Commissioners.

23 (Exhibit Number 22 marked for identification.)

24 **MR. JAEGER:** And that is Skycrest Petition.

25 **CHAIRMAN CARTER:** Skycrest Petition, that is correct.

1 Skycrest Boulevard Petition.

2 Mr. Reilly.

3 **MR. REILLY:** Thank you.

4 Our next witness is Theresa Mauriell.

5 THERESA MAURIELL

6 appeared as a witness and, swearing to tell the truth,

7 testified as follows:

8 DIRECT STATEMENT

9 **MS. MAURIELL:** Good evening. I'm very glad to be
10 able to speak here before you, and I recognize your faces from
11 last year, so I feel like I am among old friends here.

12 My name is Theresa Mauriell, M-A-U-R-I-E-L-L, and I
13 live at 9820 Fore Road, and that's Leesburg, Florida. And I
14 also am with the Silver Lake Water System.

15 My concerns actually that I had written down reflect
16 much of what has been said already very eloquently. My husband
17 and I also were just like last year very concerned, you know,
18 with the rate of increase, mainly, that the company was trying
19 to impose upon us. And we just feel like it is astronomical,
20 and we do not feel like it is in line, also, with what other
21 water companies charge in the area. In fact, some of them are
22 our neighbors practically.

23 We happen to be right in the middle of an area that
24 is serviced by Leesburg, the City of Leesburg Water. And our
25 rates are pretty much in line with what they pay also already

1 at this point, so we would really be paying much more if they
2 were raised to the proposed amounts.

3 What I did, just as a matter of looking at this, too,
4 was I looked at our water bills in particular over the last
5 year, and I chose a low month and I chose a high month. For a
6 low month -- and we have a -- it us just my husband and I
7 there, but we do have a home with a yard, and we do have a
8 pool, also.

9 Based on a low month, it was 6,900 gallons at our
10 current rate. And by the way, the rate is a little different
11 than what is shown in the paper we got. They have raised it
12 now to a 19.49 base charge based on a one-inch meter, that is
13 what we have, and the rate now -- the gallonage rate is
14 1.34 per thousand gallons. So, based on that, our current bill
15 for the 6,900 gallons would have been 28.74. But on their new
16 rates, if they got the proposed rate they're asking, it would
17 all of a sudden go to 82.85 for the one month.

18 So this is actually equivalent to multiplying our old
19 rate by 288 percent. In other words, I can almost get
20 three months usage of the old for what I would be paying on the
21 new, okay. Our high month this year was 33,400 gallons. That
22 happened to be during the time from May 12th to June 10th of
23 this year. There was a drought going on. We did follow the
24 water guidelines. We did not water more than twice a week on
25 the two days we were allowed. I don't even know that we

1 watered that. But we did spend 33,400 -- we had 33,400 gallons
2 used. The bill came to 64.25. Under the new plan I would have
3 had to have pay out \$208.57.

4 So that is actually -- if I took 64.25, I'd have to
5 multiply it by 324 percent to get the 208.57. So, again, I
6 could have watered for over three months at the current rate
7 for what they want for one month. So that's why, you know, I
8 say it is astronomical and it is most certainly unfair.

9 Also, I wanted to note to you that -- and I have
10 these figures here. I can let you have them. But based on
11 last year's proposal on the lower rate, they were 19 percent
12 more a month on the new one than they were last year what they
13 were asking for on my low rate, and it was up 44 percent more a
14 month this year than what they were asking for last year, just
15 based on -- because last year I think the highest that they
16 wanted to go to was 2.84 on our water. And now they are
17 wanting to go to 4.76 for the thousand gallons.

18 And I realize that maybe that's partly because of the
19 uniform rate, but I don't know that uniform rate is necessarily
20 fair. You know, I don't know the problems in other areas of
21 Florida, and why should I be paying for something over there?
22 You know, I moved to the area I was in -- in fact, we have been
23 there since 1984. I mean, I moved there, and I saw what was --
24 I mean, I looked at the rates that they were paying for things
25 right then when I bought the house, and I picked my area to

1 choose in. So I can't be paying for something that somebody
2 else -- you know, for their water conditions. I don't know
3 what their water concerns are, but that is not fair to impose
4 on our area.

5 I was just talking to Madalyn Martin earlier, and
6 that Skycrest Boulevard, I mean, they pay a lot already.
7 Because I noticed she had the list there, and I think -- I
8 think they were already paying like 4.63 per thousand gallons.
9 Why in the world they pay so much, I have no clue. That's in
10 Fruitland Park. But that's just an example. Whereas, we are
11 back at the 1.34 for the thousand gallons. But I don't think
12 there is any particular -- there has never been a particular
13 problem that I know in our area.

14 Also, just since coming here I was just copying down
15 a few figures. Madalyn had shown me a newspaper article that
16 was written, and it said that they had 47,000 customers, I
17 guess it is, here in Florida. And I divided the \$30 million
18 that they said they had spent by 47,000, and that's only \$638.
19 That doesn't seem all that astronomical. And the \$6 million
20 that they said they were going to spend in 2008, if you divide
21 that, that's only \$127. So I don't know how that pans out to
22 the large increases that they are wanting to stick us with for
23 years and years.

24 I do understand -- they said they spent 5 million on
25 the meters. Well, one thing, they should have checked to see

1 who already had the meter that they could read electronically
2 from the street, because we have had one of those since 2005.
3 And they came along and -- that meter worked fine. I had to
4 have a new one put back in in 2005 because there was a problem,
5 and they put the new type in. But since then, for no reason at
6 all, they changed our meter twice. And so that right there is
7 just not, you know, not finding out what needed to be changed
8 and what didn't, maybe excess expenses that did not need to be
9 spent.

10 I am also wondering, too, since, you know, the lawyer
11 was up here talking, or -- no, maybe this was the Office of
12 Public Counsel that spoke, and, you know, we should not be
13 paying for plants that are being built other places that are
14 large. We most certainly should not be getting an unfair
15 allocation of their costs, their headquarter costs up in
16 Pennsylvania. And maybe these are things they are trying to
17 shove on us to pay because they don't -- you know, they figure
18 they may as well shove it over here for us to pay for it.

19 But these are things that, you know, I know you all
20 are going to look at, and I appreciate that. But most
21 certainly I think that as most of the people feel here that the
22 increases are way too much.

23 One other thing, you know, I don't want to take too
24 much time, but I did an exercise with one of the customers from
25 Leesburg Water, and I used the bill, the last bill they had.

1 They had used 44,250 gallons. And the bill for the water, that
2 was only water, not for other things, but just for the water
3 was \$85.66. And I said, well, guess what, if you were with our
4 Aqua Utilities and they got the rate that they wanted, suddenly
5 instead of 85.66, you would have to pay \$260.07. So that would
6 be three times more than what they are paying.

7 So, I did it then -- also, I compared the
8 33,400 gallons as if I was on the Leesburg system, and it
9 showed that Leesburg was about 8.7 percent higher than what I
10 pay in Silver Lake, you know. So they are a little bit higher
11 at this point, but 8.7 percent is quite a bit a difference
12 from, you know, the 224 -- 324 percent. And that is just
13 multiplying, and I realize it is only an increase of 224. But
14 that is quite a bit of difference from what they are wanting to
15 get from us. So I agree, too, that they should come with a
16 rate that is -- would be asking for something that is much more
17 reasonable and be willing to, as they said, have a longer
18 recovery period for whatever costs they have come up with.

19 And, like he says, they did not pay a premium, so
20 they really started off okay in that they are having to put
21 some money into something, but that is what happens, you know,
22 when you buy something and you have to spread the recovery out.
23 You cannot make people pay, I don't think, for something as
24 necessary as water to pay so much for it. I think that is
25 terrible, and I hope it's something that can be stopped, and

1 that we don't have to be showing up here every year.

2 Thank you.

3 **CHAIRMAN CARTER:** Thank you, Ms. Mauriell.

4 Commissioners.

5 Mr. Reilly.

6 **MR. REILLY:** Thank you very much for being here.

7 **MS. MAURIELL:** Okay. Do you want a copy of that, the
8 comparison I did, or not?

9 **MR. JAEGER:** Chairman Carter, I just had a couple of
10 questions.

11 **CHAIRMAN CARTER:** Mr. Jaeger. Mr. Jaeger, you're
12 recognized.

13 **MR. JAEGER:** Again, Ms. Mauriell?

14 **MS. MAURIELL:** Yes.

15 **MR. JAEGER:** I thought you said go ahead.

16 **CHAIRMAN CARTER:** You're recognized.

17 **MR. JAEGER:** Okay. You talked about meter
18 change-outs, can you tell me the dates that you -- when the
19 first change-out and how many times it has been changed out, or
20 the approximate time periods.

21 **MS. MAURIELL:** Well, let me think. I had it -- I had
22 it written at home. I don't know. The first one was back in,
23 I think, around 2005, because I did have a problem with the
24 meter, and it was -- they came out and did a water test, and
25 sure enough it was broken. But the meter they gave us was the

1 new type. They could read it from the road.

2 **MR. JAEGER:** Radio frequency.

3 **MS. MAURIELL:** Yeah, radio frequency. And then last
4 year, right after the hearings and everything they came out and
5 changed it again. And they said it was just -- because I know
6 it was a little bit after the hearings. I think it was even
7 after the hearing in August, because we went over to
8 Tallahassee when they withdraw their plan at that time. But it
9 was changed then, and then it was also changed around maybe
10 March or April of this year. And it was maybe like another --
11 I think they were changing a lot of them in the area. Like I
12 say, maybe it was cheaper to just go ahead and change mine, I
13 don't know, but it was changed twice after that.

14 **MR. JAEGER:** Did they give you any explanation?

15 **MS. MAURIELL:** No, no explanation. No. I think they
16 said they don't really have to or something. They were just --
17 you know, they can change it when they want to. I can
18 understand that, that is their things, but that's when it
19 happened.

20 **MR. JAEGER:** Thank you. That's all I have.

21 **CHAIRMAN CARTER:** Thank you.

22 The information that you wanted to present, Staff,
23 would you pick it up. And, Commissioners, for the record, that
24 will be Exhibit Number 22. I think we're at -- would that be
25 right, Mr. Jaeger?

1 **MR. JAEGER:** It's 23.

2 **CHAIRMAN CARTER:** Exhibit 23.

3 (Exhibit Number 23 marked for identification.)

4 **MR. JAEGER:** And what are we going to call this? I'm
5 sorry, I didn't get what that information was.

6 **CHAIRMAN CARTER:** She had a summary of her -- a
7 comparative summary of her bills with Leesburg, right?

8 **MS. MAURIELL:** Yes.

9 **CHAIRMAN CARTER:** Thank you so kindly.

10 **MS. MAURIELL:** Okay.

11 **CHAIRMAN CARTER:** Mr. Reilly.

12 **MR. REILLY:** Okay. Our next witness is James Spiker.

13 JAMES SPIKER

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

16 DIRECT STATEMENT

17 **MR. SPIKER:** Hi. My name is James Spiker. I live at
18 34052 Matthews Cove in Leesburg. That's on the Silver Lake
19 Meadows Subdivision, which is Silver Lake Estates.

20 I will address it as far as service quality and then
21 on billing. We have always had questions about the rates of
22 usage from one month to the next. I'm a little different than
23 a lot of the folks that are here tonight. I own a business, we
24 have two kids, we have a swimming pool, we have a yard to
25 water. We use a good amount of water comparatively to a lot of

1 people. But the usage is all over the place. Since they have
2 changed the meter out -- you know, it hasn't been long enough,
3 we have just gotten the meter maybe two months ago, for me
4 really to make a comparison over that period of time.

5 To give you an example of the previous meter that we
6 had, I have my bill from December of last year, in which we
7 used a grand total of 5,200 gallons of water, which seems
8 pretty low, but that's what we were billed at. For the month
9 of March our usage went up to -- I'm sorry, for February it was
10 19,700 gallons of water for the month. That seems like a
11 little bit of a difference. Unfortunately, in between the two
12 of those was January. In January, our usage was 54,600 gallons
13 of water.

14 Now, how we used over ten times the amount of water
15 in January that we used in December, I'm not sure. We did not
16 empty and refill our pool several times. We did not water our
17 lawn in January. It is too cold to be putting water on the
18 grass every other day. We have an irrigation system at our
19 house, but it is not programmed. I turn it on manually when
20 the grass needs it, if it needs it. For the past six weeks it
21 has never been turned on. We also have rain sensors so that if
22 it rains, if it does come on for some reason, it will shut
23 itself back off.

24 I've never made any phone calls to the company about
25 this. To tell you the truth of the whole matter, I don't have

1 time. We are extremely busy. I work through the week. My
2 wife works weekends. We own a business, and we have two kids.
3 It's self-explanatory. You know, we roll with the punches. I
4 figure it pretty much averages out.

5 You know, I would figure at our previous house during
6 the summer months when we were watering a lot, we were on the
7 City of Leesburg water, we used on average 30 to 35,000 gallons
8 of water. With our new house, it's a larger house, I expect to
9 use a little bit more.

10 With the current increase that they are looking for,
11 our water bill for the current month, for June, was about
12 approximately, I won't go into great detail with it, but it was
13 approximately \$82. Given the increase that they want, our
14 water bill for this month would have been \$310. This is
15 something that I don't have the choice of going to someone else
16 and looking for better service. I don't have the choice to go
17 to someone else and look for a better rate. I have to depend
18 on other people to help set those rates for me.

19 I own my own business. It's a retail business.
20 Times are hard. I have had to cut costs dramatically. When I
21 bought the business, again, it was failing. If it wasn't
22 failing, they wouldn't have sold it. I've managed to turn the
23 business around, but it has taken quite a bit of time to make
24 my initial investment back, and to get to the point where I
25 could make more money. I haven't bought any more businesses in

1 the meantime. If that business was making more money, I may
2 consider purchasing another business. But it's not good
3 business to do it any other way. I also cannot expect my
4 customers to pay a 300 percent increase in my current rates to
5 cover my costs. That's for me to run my business and do it
6 properly in order to make money back. It is not up to my
7 customers to make sure that I make a profit.

8 The quality of the water in our area I would have to
9 say has been fine. We may have noticed from time to time a
10 little bit of chlorine smell to it. We have noticed a little
11 bit of hard water stains here and there, things like that, but
12 it is all things that we had when we were on City of Leesburg
13 water, also. The only problems we have had, other than the
14 billing -- well, this is still kind of a billing thing, but we
15 sent in a payment that was not posted on time, even though it
16 was delivered on time. When we tried to get that corrected,
17 they said no problem, we've got you taken care of. So the next
18 month we got a bill that had two late charges on it, even
19 though the first one should have been -- it took a few tries.
20 We did finally get that taken care of, but we have never had a
21 major issue that we have had to get corrected.

22 The rate increase to me is just over -- the word
23 reasonable has been used a lot here tonight. I think there are
24 lot of businesses that need to increase, because the costs have
25 increased lately. But what's reasonable? Three

1 hundred percent is not reasonable. Two hundred percent is not
2 reasonable. I think asking for a reasonable rate change would
3 not even require all of this. I mean, this is just so -- the
4 reason everybody is here is because this amount is just -- it's
5 astronomical. It's ridiculous.

6 My water bill will now be higher than my electric
7 bill in the middle of -- if they get this rate increase on a
8 house that is 3,300 square feet of living, with 13-foot high
9 ceilings. We use a lot of electricity. And this water bill
10 will cap us out where we will be paying pretty close to half of
11 our mortgage in electric and water, and it just does not seem
12 at all fair.

13 There are other people in our neighborhood that feel
14 the same way we do. Most of the people who live in our
15 neighborhood are just -- they either own businesses or they are
16 in the medical field, and they don't have the ability to get up
17 here. If you see us scoot out of here in a minute, it's
18 nothing personal; we are paying a babysitter to watch our kids
19 so we could come here tonight and let you guys know how we feel
20 about this. But that really pretty much covers everything I
21 wanted to say on it.

22 If you have a company that has a history of
23 estimating, which -- another word for estimate would be guess.
24 If you have a company that has a history of guessing at
25 people's water usage in order to bill them on it, and then

1 after fixing the problem -- we have had our water meter for a
2 grand total of two months now, so we have hardly had a chance
3 to look at it yet. By the way, our usage last month was
4 55,400 gallons, according to them. I checked the meter
5 yesterday. We have not received our new bill yet, and it's
6 been a little over a month, but since that meter was read, we
7 have used 10,000 gallons of water. Again, no rhyme or reason
8 to it. I can assume that with watering there is going to be a
9 difference, but that seems like a pretty dramatic difference.
10 That's about it.

11 **COMMISSIONER ARGENZIANO:** Mr. Chair.

12 **CHAIRMAN CARTER:** Thank you, Mr. Spiker.

13 Commissioner Argenziano.

14 **COMMISSIONER ARGENZIANO:** I would ask staff to follow
15 up. Since the meter is new, I would like to know how it
16 progresses in, you know, the next few months to see what the
17 changes are, and maybe also ask the company. Once again, it
18 seems like a dramatic -- it could be one of those things where
19 that zero was added on by mistake. And that would be great if
20 the company could do that and staff could let us know how the
21 bills are. If we can keep in touch and find out, I would
22 appreciate that.

23 **MR. WILLIS:** Staff will follow up.

24 **CHAIRMAN CARTER:** Thank you.

25 Commissioners, anything further?

1 Mr. Reilly.

2 MR. REILLY: No further questions.

3 CHAIRMAN CARTER: Thank you, Mr. Spiker.

4 MR. SPIKER: Thank you very much.

5 MR. REILLY: The next witness 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: Hi. My name is Ericka Skipper. I live
11 in The Woods Subdivision in Webster. I have lived there since
12 2001, and have never considered selling our house that we just
13 purchased last year when Aqua raised the water bill. They
14 charge outrageous fees and got denied, but we still had to pay
15 it. You still have to pay it whether you want to pay it or
16 not. You have to have water. And so they were denied. We got
17 reimbursed the money that they charged us. We don't know if it
18 was right; we don't know if it was wrong; there is no record of
19 that. They just said credit you such and such every month, and
20 it got deducted. They didn't give you a paper saying we owe
21 you this, and this is how we're going to do it. They just did
22 it however they wanted to do it. Did we get credited the right
23 amount? We don't know. Did we make off on it? I doubt it.
24 But we don't know if we got the money that they overcharged us.
25 I believe we are back at this again because they are

1 trying to get back money since -- from I know our subdivision
2 nobody had to pay a water bill for probably six or seven
3 months. So they are trying to figure out how to get some money
4 back. I mean, I know just last year in two months one of my
5 water bills was \$300, one of them was 200-and-something
6 dollars, and it's only myself, my husband, and I have a
7 three-year old. We don't have a pool. My mom and dad do. So
8 we don't have nothing like that, you know, so I don't know.

9 Since last time, last year we were here with the
10 water bill problems, nothing for the good has happened. I
11 personally would say it's worse. Just in the past month we
12 have received four letters on the mailboxes saying the water is
13 contaminated. Don't drink it. Boil it first.

14 In the past three months the water has been shut off.
15 You'll find a sign on your mailbox saying the water is shut off
16 in the middle of the day; they have to make repairs. Right
17 behind where we live is where the water plant is, and they are
18 doing work. They shut the water off right in the middle of the
19 day. It's shut off three, four, five, six hours at a time.
20 Nothing has gotten any better.

21 The water still has a terrible odor to it. It still
22 tastes disgusting. We have a water softener on our house, and
23 we have had it on there since we just got our brand-new mobile
24 home, and it still doesn't help. The water is terrible. I
25 don't drink it. I don't let my three-year-old drink it. We

1 buy bottled water. They say that it gets tested. Maybe they
2 are paying off the people that test the water, because it is
3 not the way it's supposed to be.

4 People cannot afford to pay outrageous bills for
5 water. I don't understand why Aqua Source feels the need to
6 raise the base charge for water and sewer to such dramatic
7 measures of \$100 or more in order to make a profit. That is
8 not including -- the water and sewer usage combined will
9 absolutely be outrageous. I know of people in Bushnell, which
10 is seven miles from our house, that pay 40 to \$50 for water,
11 sewer, and trash pickup. I also know of people in Wildwood,
12 where I work, there again, pay 40 or \$50 for water, sewer, and
13 trash pickup.

14 You can't tell me it's not possible to keep our water
15 rates at what they are now without the company making a profit.
16 From a business standpoint, I do understand you would like to
17 make the most profit possible and run a good company at the
18 same time. But there are different ways to make a profit
19 besides ripping off your customers and taking advantage because
20 you can until you get stopped again, and we are right back
21 where we were last year.

22 As a company, you should look into different ways to
23 make a profit. I have an example for you. I work in a
24 restaurant. With the price of gas at \$4 a gallon, I see
25 several of the Aqua Source drivers -- I'm not sure exactly what

1 they do -- they come into the restaurant where I work, eat
2 lunch. Is that on the way to a customer's house or are they
3 using the gas money that the companies pay. The vehicles that
4 they are driving around, the company has to pay that gas. They
5 are not paying it out of their pocket. So who is paying for
6 that gas for the workers to drive around town and do whatever
7 they want to, the customers?

8 So they have to get their money from somewhere. They
9 are trying whatever they can do in order to help make a profit,
10 and we have to suffer for it. You have to remake it somewhere.
11 So you want to take advantage of the people once again to turn
12 a profit. Since last year, I know of six different houses that
13 people have sold their homes and moved out of and are renting
14 them to renters. I am sure the water problems have a part in
15 it.

16 I am going to leave you with a final thought. When
17 you consider the ridiculous request to raise our water once
18 again, I am speaking for the people in our community. Where we
19 live there is mostly senior citizens that live on a fixed
20 income where they barely have money to pay the bills they have
21 now. Medicine, food, and throw in a water bill double or more
22 than what they pay now, what happens? You have to have water
23 to survive. What do you want -- what do you do? Do you eat,
24 take medicine, or have water? Something has to give.

25 Bills go up. They don't get more money. There are

1 some families like mine that both people in the family work and
2 either have a child or children and work to pay their bills.
3 Throw a bill in there double or triple of what it usually is.
4 With the extreme price of gas, you have to have gas to go back
5 and forth to work. You have to have water to survive. What is
6 going to give food, water, or medicine?

7 **CHAIRMAN CARTER:** Thank you, Ms. Skipper.
8 Commissioners.

9 Mr. Reilly, any questions?

10 **MR. REILLY:** No questions.

11 **CHAIRMAN CARTER:** Thank you, Ms. Skipper. We
12 appreciate it.

13 Mr. Reilly.

14 **MR. REILLY:** The next witness is Gigi Iman.

15 GIGI IMAN

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

18 DIRECT STATEMENT

19 **MS. IMAN:** My name is Gigi Iman. I live at
20 11448 County Road 675 West in The Woods Subdivision. I've
21 lived there since 2000 when I bought the property.

22 Last year I was here. I had problems with the water.
23 In April 19th, I believe it was, they demolished my house. I
24 didn't even have a house on the property. I had like a
25 200-and-something-dollar water bill. After that, we came here

1 when they tried to raise the rates, and they were denied. A
2 little bit before they were denied, someone from the water
3 company told me over the phone that they would give me a new
4 water meter. Well, they did. Before they gave me the new
5 water meter, she asked me to go outside and see if the meter
6 was dialing right, or whatever. I told her whatever it was
7 doing. She said she would get somebody to give me a new water
8 meter. They did.

9 I think that everybody needs to make a profit in a
10 business, but raising the prices so high and drastically,
11 people are not going to be able to afford it. I do have a
12 pool. I've filled it once since I bought it two years ago. In
13 the past four or five weeks it has rained just about every
14 single day in my area. I know I haven't put no water in it. I
15 have two bills right here, one is April, one is May. The April
16 bill was between 50 and \$55. The May bill is, like, \$76. That
17 is before they even give me some kind of rates that I know I'm
18 not going to be able to pay.

19 I also have a piece of paper right here also, that I
20 went around the neighborhood to some of the people that are
21 older people that don't work that get SSI or whatever their
22 income is. You know their rate is not going to increase, but
23 they want to charge them more money for the water. I work. My
24 husband works. A lot of the neighbors work. That doesn't mean
25 that they can afford to pay the high bills, also.

1 Since they put the new water meter in they come
2 around with a little gun, but before that they used to say they
3 were reading the water bill, they would just -- no footprints,
4 leaves were all over the water meter. But they straightened
5 that out, so that is working. That is a plus, I believe.

6 The water is nasty. You can't taste -- I mean, you
7 can't drink the water. When you do, it tastes nasty. It comes
8 out smelling like chlorine. I've got a brand-new home. My
9 mobile home, both of the sinks are already ruined where I can't
10 get it out from the hard water and the stains.

11 I don't know what else to say, but I really hope
12 that -- they can raise it, yes, but not so drastically that I
13 can't afford to pay it. I have to have water to bathe. People
14 with babies have to have water. Everybody has to. It doesn't
15 mean you have to water your lawn, but you have to have it to
16 bathe, you have to have it to cook. I'm done.

17 **CHAIRMAN CARTER:** Thank you, Ms. Iman.

18 You said you had some information from your
19 neighbors, is that what you --

20 **MS. IMAN:** Yes. Would you like for me to give them a
21 copy? They can have this.

22 **CHAIRMAN CARTER:** Yes, ma'am.

23 Staff, would you get that?

24 And, Commissioners, that will be Exhibit 24, right?

25 **MR. JAEGER:** That's correct, Chairman.

1 We have a new meter. I believe that was just a few
2 months ago. The biggest difference for us between the new
3 meter and the old meter, which had to be read, was that with
4 the old meter the estimated and sometimes even the actual
5 numbers did not match what I could see on that meter. At one
6 point Aqua owed me about \$300. It took maybe three or four
7 months of don't pay this bill for it to come back to me. It
8 was never a case of we have overcharged you and we will send
9 you the money. Instead it was we have overcharged you, and it
10 will come off your bills.

11 But that's like a loan. I had asked can I just pay
12 less for my bill, because I can give you the meter reading.
13 And she said, oh, yes, you can give us the meter reading. You
14 know, we accept what your reading is, but we are not going to
15 reduce the bill at this point. You will simply pay the amount,
16 and then it will come off of your bills in the future. So, you
17 know, whether that is fair or not, I don't know. I just feel
18 as though it was a loan without getting any interest.

19 As far as customer service, it has always been very
20 good on the phone. Again, I have only really been a customer
21 for a year. I came to, like, receptions for the, I guess, meet
22 the public that Aqua was doing. And, again, they answered my
23 questions about the bill. You know, I was satisfied with that.

24 More recently, in fact, just since yesterday we had a
25 power outage and our water started running slowly last night.

1 This morning on my way out I saw an Aqua employee leaving door
2 handle notices for boil water. There were spaces to put down
3 why, but there had not been any explanations on that piece of
4 paper. And I stopped him very shortly into the development,
5 because he was putting these notices in the mail boxes, which I
6 don't know if you are aware is illegal. And the mail -- the
7 letter carrier hadn't been yet.

8 And my understanding from the letter carrier on these
9 sort of things is that these things will just drop to the
10 ground and blow away or they will get thrown out. But they are
11 not supposed to be on the mailboxes, so I let the employee know
12 that he really needs to be hanging them on the doors. And my
13 understanding, when I got back and saw several hanging on doors
14 was that he had done that. But I don't know how many people
15 would not have gotten that notice.

16 I called Aqua today just for curiosity sake to find
17 out why -- whether we really did need to boil our water,
18 because it didn't actually say why. And she told me she had no
19 record of there being any problem. She said, obviously, there
20 is if they have been giving you these boil water notices, but
21 she said she had no record of that. So this really just speaks
22 to, you know, my own thing.

23 I guess really my big point with this is, I guess I
24 would want to ask if my development isn't mentioned in here,
25 what does that mean?

1 **CHAIRMAN CARTER:** One second. Let's have staff
2 answer that, and then I will come back to Commissioner Skop.

3 Mr. Jaeger.

4 **MR. JAEGER:** This may be another division under the
5 utility, because it's not by development, but it is by utility
6 division. And so I don't recognize this as anything --

7 **MS. BOWDEN:** So it won't be under Fairways of Mount
8 Plymouth? I'm sorry.

9 **MR. JAEGER:** I'm not sure what it would be. And
10 could I get that full address again?

11 **MS. BOWDEN:** 30150 Sandbunker Lane.

12 **MR. JAEGER:** Sandbunker Lane.

13 **MS. BOWDEN:** Yes. Sorrento.

14 **MR. JAEGER:** Now, where is Sorrento? I'm not
15 familiar with it.

16 **MS. BOWDEN:** Well, it is actually in Mount Plymouth,
17 but the address is Sorrento. It's out 46 from here, east off
18 of 435, which goes down to Apopka.

19 **MR. JAEGER:** Okay. I'm not sure where all the
20 systems are.

21 **CHAIRMAN CARTER:** Okay. Commissioner Skop.

22 **COMMISSIONER SKOP:** Thank you, Mr. Chairman, and
23 thank you, Ms. Bowden. I think last time that we had this
24 meeting you appeared. No? Maybe my memory -- maybe I'm having
25 an over-40 moment, then. But I thought that we had a consumer

1 that appeared last time similarly situated in the new
2 development that wasn't listed on our sheet with the same type
3 of situation that had that representation that rates would not
4 go up. And, certainly, one of the questions I have is could
5 you provide that to us.

6 But I think -- and I could be wrong, and I would like
7 to hear from the utility if they could tell us that maybe that
8 subdivision is not being requested an increase for.

9 **MR. FRANKLIN:** That's right, Commissioner. This is a
10 brand-new acquisition and it is not.

11 I'm sorry. This is a brand-new acquisition and not
12 in the filed rate case before you.

13 **COMMISSIONER SKOP:** And then back to Ms. Bowden and
14 staff. With respect to the boil water alerts, can you guys
15 work with the customer and find out with respect to the
16 completeness of the boiled water alerts and the notification
17 of, you know, if they have a boil water locally, that that gets
18 communicated somehow or figure out what may need to be done
19 there to improve the ability of customers to access
20 information?

21 **MR. WILLIS:** Commissioner, we could follow up with
22 the company. Can the company tell us what system this is?

23 **MR. FRANKLIN:** This the Fairways of Mount Plymouth.

24 **MR. WILLIS:** Fairways of Mount Plymouth is what it is
25 called?

1 **MR. FRANKLIN:** Yes.

2 **MR. WILLIS:** We will follow up.

3 **COMMISSIONER SKOP:** And just back to Ms. Bowden. I
4 know where Mount Plymouth and Sorrento is. I used to live in
5 Sanford on 46. Thank you.

6 **MS. BOWDEN:** Okay. Just one more thing. Yesterday I
7 called Aqua. I didn't really want to come all the way out here
8 tonight and spend all this time unless I had to. So I asked
9 them directly is Fairways of Mount Plymouth one of the ones
10 that will have the rate increase. She went away to check, and
11 she said it would. I said, well, I just want to remind you we
12 were told we wouldn't get a rate increase. She went back and
13 checked again. Came back and said, yes, you are on the list.

14 **COMMISSIONER SKOP:** Yes, ma'am. And when you were
15 speaking, I surmised that might have been part of the
16 communication. Because I did remember the last time we went
17 through this iteration that there was somebody from, I think,
18 the same subdivision that had the same questions. So I
19 apologize that you had to go through that.

20 **MS. BOWDEN:** Yes. But as far as providing the paper,
21 you don't need that now because --

22 **COMMISSIONER SKOP:** No, I guess not.

23 **MS. BOWDEN:** Okay.

24 **COMMISSIONER SKOP:** Thank you.

25 **CHAIRMAN CARTER:** Let me do this -- Commissioners,

1 any further questions of Ms. Bowden?

2 Mr. Reilly, any questions?

3 **MR. REILLY:** The company has said that this
4 subdivision is not part of this rate case.

5 **MR. FRANKLIN:** That's correct.

6 **MR. REILLY:** That's from the top.

7 **MS. BOWDEN:** Even for the uniform Florida? Because
8 my understanding that uniform Florida is everybody.

9 **CHAIRMAN CARTER:** Commissioner Skop, you're
10 recognized, sir.

11 **COMMISSIONER SKOP:** Thank you, Mr. Chairman.

12 Again, I think that is the same question I had,
13 although it's exempt. And I think, on second thought, it might
14 be good if we could get a copy of the language or the statement
15 they gave to --

16 **MR. JAEGER:** I think we could take it, but I don't
17 think we need to mark it as an exhibit. I think we can just
18 take that and look at it and work with her.

19 **CHAIRMAN CARTER:** Let's do that and get it for the
20 correspondence side of the docket. Also, I'm going to ask the
21 company, could you plug in her address, so we can have that for
22 staff to be sure, so we can coincide that. Because, I mean,
23 like Commissioner Skop said, the information, we want to make
24 sure we have got the proper information. And I think
25 Mr. Reilly would want to have that information, as well. And I

1 know you have got your staff back there. If they are live,
2 they can plug that in, and she can give the address, and we can
3 get all of that taken care of.

4 Thank you so kindly, Ms. Bowden.

5 **MS. BOWDEN:** Because I don't have it with me.

6 **CHAIRMAN CARTER:** We'll get it for you. We'll get it
7 for you.

8 Commissioners, here is what we need to do at this
9 point in time, is that we have been going two hours. We have
10 got one court reporter. I do need to give her a break.

11 **COMMISSIONER ARGENZIANO:** How many other people --

12 **MR. JAEGER:** Chairman Carter, nine people stood up to
13 be sworn, and she was number nine. Is there anybody else?

14 **MR. REILLY:** I have one other witness that has signed
15 up, unless we have others.

16 **CHAIRMAN CARTER:** Did anyone wish to speak tonight
17 that didn't get a chance to sign up that wants to sign up?

18 **MR. REILLY:** I had one. I had Mr. Don Martin that
19 has signed up.

20 **CHAIRMAN CARTER:** Are you Mr. Don Martin?

21 **MR. MARTIN:** Yes.

22 **CHAIRMAN CARTER:** Okay.

23 **MR. REILLY:** He's on the list.

24 **CHAIRMAN CARTER:** Okay. Anyone else, because this
25 will give us a chance -- Jane, do you think you can hang on for

1 a little longer? Okay.

2 Mr. Reilly.

3 **MR. REILLY:** Okay. Mr. Martin, Don Martin.

4 **MR. JAEGER:** Steve, was he sworn at the beginning,
5 because all I saw were nine people stand up.

6 **MR. REILLY:** Well, I had ten from the beginning.

7 **CHAIRMAN CARTER:** Were you sworn, Mr. Martin?

8 **MR. MARTIN:** Yes, I was.

9 **CHAIRMAN CARTER:** Excellent. I will take your word
10 for it. That's good enough for me.

11 **MR. MARTIN:** Okay.

12 **CHAIRMAN CARTER:** Yes, sir.

13 DON MARTIN

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

16 DIRECT STATEMENT

17 **MR. MARTIN:** This isn't going to take very long. My
18 name is Don Martin. I live at 31629 New Indiana Avenue,
19 Tavares. It is the Imperial Terrace West Mobile Home Park.
20 And I do want to say that I am not a member of Aqua, because I
21 don't have any bad words about Aqua except their rate increase.

22 I did look at your biographies, Commissioners, and I
23 am impressed. And I want to take this opportunity to thank you
24 for being in the positions that you are in. I'm sure you are
25 going take due diligence in looking through this entire

1 situation. And the counsels, PSC staff, I think you are all
2 going a great job, and I'm glad you are in the position,
3 because most people, most of the citizens don't have an
4 opportunity to make corrections.

5 Aqua Utilities is a good big organization. They have
6 grown through acquisitions and they acquire new companies by
7 just buying them out direct, and they do a great job in making
8 sure that they are operating fine, that all the equipment is
9 running well for the most part. Yes, there are a few areas
10 that could be changed and improved. We all have glitches in
11 our systems. But I know that they buy a lot of big systems.
12 They just purchased a \$52 million water company in New York,
13 and I believe they spent 26 million in cash, the rest in
14 stocks. So they are not poor, that's for sure.

15 They recently put in new meters in our subdivision,
16 and I don't know what it cost in that division -- that
17 subdivision, but I do believe they will have a return on their
18 investment within a year and a half to two years, because now
19 they don't have to pay somebody to walk around and read a
20 meter. And the gas, the truck, the equipment, the overhead,
21 the burden rate, that is all expensive, but they will save this
22 money in the long run.

23 Their water system in our park is almost fully
24 automated. If there's a problem, if they lose power, a
25 generator comes on and it instantly starts the pumps operating.

1 They also contact their home office. They dispatch somebody in
2 to make a correction or find out what the problem is, and
3 that's great. That doesn't mean that they don't have anybody
4 out there, but they have fewer manhours to operate the system.

5 In our subdivision we have 230 residences, and in the
6 summer time we have a lot of snow birds. We have
7 140 residences that are no longer occupied. But Aqua Utilities
8 will charge them for the service of having the equipment at
9 their house, their domicile, and if they double that rate they
10 are just getting money that they are not doing anything for.

11 Yes, I know that they need money to operate. No
12 company can stay in business unless they make a profit. If
13 they don't make a profit, they go out of business, and we lose
14 our water source.

15 But, looking at the rates, the gentleman recently
16 made some statements about the percentages of increases that
17 Aqua Utilities is asking for. I don't get the same rates. It
18 is just my wife and I in a small single-wide mobile home, and
19 we don't use but about five or 6,000 gallons of water a month.
20 And at the current rates, we would have a total of 58 percent
21 increase. A 58 percent increase, as this other gentleman had
22 pointed out, that would be great in anybody's paycheck, and I
23 think that's exorbitant. It is a great utility company. I
24 think they are doing a great job, but this increase is
25 outrageous, 58 percent. That is 112 percent just for the

1 service and only 26 percent on the actual gallonage of usage,
2 but the total is 58 percent.

3 I do have one concern. The concern is that they
4 recently hired -- let me see who that is. Aqua Utilities
5 Florida hires a regulator to join the management team. I don't
6 think it's anyone of your organization, but it's a Troy
7 Rendell, and he is going to head the regulatory team. I'm just
8 wondering is there any problem with this person dealing with
9 PSC? Is it going to be like a lobbyist, or is he just going to
10 help in setting up forms and requests for increases?

11 That was my only concern. Otherwise, I think the
12 company is doing a great job. The rate request is exorbitant.
13 There are some states who have a cap of 5 percent on any
14 increases on utilities. And I think it would behoove the
15 Legislature if they would make a motion to have a cap so that
16 we don't have to go through all of this again, especially in
17 the near future.

18 That's all I have, gentlemen, ladies. Thank you very
19 much.

20 **CHAIRMAN CARTER:** Thank you. One second. Hang on a
21 second.

22 I would like for the company to respond to his
23 question in regards to Mr. Rendell.

24 **MR. FRANKLIN:** We hired a gentleman named Troy
25 Rendell, who has about 20 years experience as a key staff

1 member for the Public Service Commission. And the reason we
2 hired Mr. Rendell was because of his impeccable career, his
3 high ethical standards, and his ability to help the company
4 better comply and live up to standards that were set by the
5 PSC, and understand exactly what the PSC was expecting of the
6 company.

7 And I think -- and I don't want to speak for the
8 members of the Commission or the staff here, but I think that
9 the rate case we filed this year showed fairly dramatic change,
10 improvement, in our filing and largely as a result of Mr.
11 Rendell's efforts. So I want to speak with highest regard to
12 his ethics and integrity.

13 **COMMISSIONER ARGENZIANO:** May I --

14 **CHAIRMAN CARTER:** Thank you.

15 Commissioner Argenziano.

16 **COMMISSIONER ARGENZIANO:** As a Commissioner, to
17 answer your question, he will not be lobbying me.

18 **MR. MARTIN:** Thank you.

19 **COMMISSIONER ARGENZIANO:** Thank you.

20 **CHAIRMAN CARTER:** Thank you. And I believe there
21 would be a prohibition on any --

22 **COMMISSIONER ARGENZIANO:** Absolutely.

23 **CHAIRMAN CARTER:** A prohibition on any matter that
24 he has worked at the Commission coming before us.

25 Mr. Martin, there is a legal prohibition upon him

1 working on any matters that he worked -- Mr. Jaeger, am I
2 correct on that?

3 **MR. JAEGER:** The way the statute reads, and the
4 grandfathering in, he is not prohibited from working on this
5 rate case, because this is a new matter that was filed after he
6 left. But just before he was leaving was when the problems
7 were. Anything he was working on, and then he couldn't come
8 back and comment on it. Like if we still had something going
9 in the 060368 or any other open dockets, yes, he would be
10 prohibited.

11 **COMMISSIONER ARGENZIANO:** Right.

12 But, Mr. Chair, if I may, the point I was making is,
13 number one, he is not going to lobby me. None of us, as
14 Commissioners, can speak to anyone regarding something that is
15 on a docket. That would be ex parte communications. They can
16 sometimes come to our staff, if the Commissioner allows that to
17 occur. So that is what I meant by he won't be lobbying me. It
18 is against the law.

19 **CHAIRMAN CARTER:** Commissioner Skop.

20 **COMMISSIONER SKOP:** Thank you, Mr. Chairman.

21 And with all due respect to Mr. Jaeger's comments, I
22 think I was a little uncomfortable with that, because I think
23 that speaks for a legal conclusion. I know that we have had
24 counsel, our General Counsel issue a memo to that regard. But
25 I'm not so sure how other agencies outside the jurisdiction of

1 the PSC might view the language in terms of same transaction or
2 what have you. So I really had a little bit of uncomfort with
3 respect to what Mr. Jaeger said. But I'm not so sure that that
4 is -- that there's not a little bit of a gray area on that.

5 **CHAIRMAN CARTER:** Thank you, Commissioner.

6 I think what Commissioner Argenziano said it
7 unequivocally, is that under no circumstances would Mr. Rendell
8 be talking to either us or our staff --

9 **COMMISSIONER ARGENZIANO:** About a docket.

10 **CHAIRMAN CARTER:** -- about a docketed matter.

11 **MR. MAY:** Mr. Chairman, just to clarify from a legal.
12 Mr. Rendell has -- the company's policy is for him not to speak
13 with any of the Commissioners, and that would be inappropriate,
14 and that is the company's policy, and I know that is your
15 policy, as well.

16 **CHAIRMAN CARTER:** Thank you.

17 Mr. Reilly, any comment? Mr. Beck, do you want to
18 comment?

19 **MR. BECK:** Since everybody else is speaking,
20 Mr. Rendell was a key member of the staff on the last rate
21 case. We have had inquiries from other customers, and the
22 Commission on Ethics has the jurisdiction to investigate that
23 sort of thing. Mr. Rendell is a company witness in this case,
24 and he will be taking the stand in the technical hearings.

25 **CHAIRMAN CARTER:** Thank you.

1 Commissioners, let me do this before I ask for your
2 final comments. Commissioners, I know I have said this before,
3 but is there anyone -- and I know I need to give Jane a break
4 -- but is there anyone that wanted to speak tonight, any
5 customer that did not get an opportunity to speak? We really
6 came down to hear from the customers, and we want to make sure
7 that everyone that wanted to speak had an opportunity to speak.

8 Hearing none, Commissioners, at this point in time we
9 will do our final comments, and then we will give the court
10 reporter a break, and we will close out the meeting.

11 With that, let me do this: Let me, first of all,
12 express our appreciation to the company, to Mr. Reilly from the
13 Office of Public Counsel, to Mr. Beck from the Office of Public
14 Counsel, Ms. Bradley from the Attorney General's Office, always
15 a pleasure to see you, to our staff, both our technical staff
16 and our legal staff.

17 And with that, let me do this: I think last time I
18 started with Commissioner Skop. I will start with Commissioner
19 Argenziano, and then Commissioner Edgar, then Commissioner
20 McMurrin, and then Commissioner Skop. So I threw you a curve
21 ball that time.

22 **COMMISSIONER ARGENZIANO:** Thank you, Mr. Chair.

23 Just thank you for coming out. I thank the company
24 for being here to answer questions, and we will hope that you
25 will follow up on some of the things that I had asked. We

1 can't do our job without knowing how it's impacting you at the
2 local level, so we really appreciate you coming out.

3 And remember those sheets in case you've forgotten
4 something or want us to know, either call or send those in, or
5 any neighbors who want to send those in. And nothing is a done
6 deal, and we are going to be looking at this very closely and
7 working with you and the company, and, hopefully, we will hear
8 from you down the line. But thank you for coming out.

9 Mr. Chairman, there's a hand being raised.

10 **MS. MARTIN:** Could I ask one question?

11 **CHAIRMAN CARTER:** Ms. Martin, is that right? Yes,
12 ma'am. Come to the mike. We've got the court reporter taking
13 this. Come to the mike, please, so we can make sure she gets
14 everything on the record.

15 **MS. MARTIN:** I just wanted to ask if I call in now,
16 can I get somebody to explain something like, say, what is the
17 water base facility charge in addition to my normal gallonage,
18 okay?

19 **MR. FRANKLIN:** Yes, ma'am.

20 **MS. MARTIN:** So I will have somebody that I can talk
21 to?

22 **MR. FRANKLIN:** (Inaudible.)

23 **MS. MARTIN:** But do you have somebody there that can
24 help me, also?

25 **MR. FRANKLIN:** In the call center?

1 MS. MARTIN: Yes.

2 MR. FRANKLIN: Yes, ma'am.

3 MS. MARTIN: Then I will wait.

4 COMMISSIONER ARGENZIANO: That would be good.

5 CHAIRMAN CARTER: Excellent. Excellent. Thank you
6 so kindly. Thank you so kindly.

7 Commissioner Edgar.

8 COMMISSIONER EDGAR: Thank you, Mr. Chairman, and
9 that actually is a great lead in, because what I was going to
10 say is for those of you that did not take the opportunity to
11 speak tonight, thank you also for coming and participating and
12 for showing us your interest. But if you do have concerns or
13 questions, please take advantage of the Aqua staff that are in
14 the back to help you with that, because it is a great resource.
15 I know the call center is a great resource, too, but having
16 these people with access to the records, they are here, and I
17 know that they will be glad to be of assistance tonight. So
18 please take advantage of that resource.

19 Thank you for coming. I know it's difficult on an
20 evening to tear yourself away from home, or from your family,
21 or to pay for a babysitter, which I can relate to. But it
22 really is important for us to hear from you. We have two other
23 customer meetings tomorrow. We have had others in recent
24 weeks, and we will be having more, and I know that each of us
25 really appreciate from hearing from customers, especially

1 outside of Tallahassee. So thank you.

2 **CHAIRMAN CARTER:** Thank you.

3 Commissioner McMurrian.

4 **COMMISSIONER McMURRIAN:** Thank you, Chairman, and
5 thank you all.

6 I echo the comments of my colleagues. Thank you all
7 for coming and spending time, and you probably have something
8 else you would rather be doing, I think as some have noted, but
9 thanks for coming out and sharing your thoughts with us, and
10 thanks for having us here in Mount Dora. I know it is a little
11 rainy, but it is a beautiful area here. And, again, just thank
12 you.

13 And if you have things that you think of later, I
14 know this has been said many times, and there also -- that you
15 can use that the blue sheets. And a lot of contact information
16 is on the web, and the information is on the front of the blue
17 sheet, and people that you can reach out to for specific
18 questions. So I hope you will take advantage of that. But,
19 again, thank you for being here.

20 **CHAIRMAN CARTER:** Thank you.

21 Commissioner Skop.

22 **COMMISSIONER SKOP:** Thank you, Mr. Chairman. And,
23 again, I want to thank everyone for coming out again tonight.
24 Some of the faces that I saw are familiar from the last time
25 that we had the service hearing here in Mount Dora. Again, I

1 grew up in Sanford, right down the road on 46. I'm very
2 familiar with not only Seminole, but Lake County and the
3 service areas here as well. I think we mentioned Wildwood and
4 Bushnell, so I'm familiar with those areas, too, having grown
5 up around here. But it's just a pleasure to have people come
6 out and express their concerns. That is part of the great
7 democracy that we live in here in the United States of America.

8 And it's important for us as Commissioners to hear
9 those concerns from the consumers to gauge not only the
10 customer service, the quality of the water, the many things
11 that have been provided on, whether the billing is accurate,
12 and so on and so forth. So I do greatly appreciate everyone
13 that came out and took their time to express their concerns.

14 And just a point of clarification on my prior comment
15 with respect to Mr. Rendell. I appreciate Mr. Rendell's
16 service to the Commission, and my comments were in no way or
17 manner reflective towards him. It was just merely we don't
18 have jurisdiction as to what the final lay of the law would be
19 with respect to that. So I just wanted to briefly clarify
20 that. Thank you.

21 **CHAIRMAN CARTER:** Thank you. Thank you to my
22 colleagues, the Commissioners. Thank you to the PSC staff.
23 Thank you to the Office of Public Counsel, the Attorney
24 General. Thank you to the company. But most importantly,
25 thank you for coming out. Some of you came on your own behalf,

1 but lot of you came on behalf of your neighbors, and we
2 sincerely appreciate that.

3 It's important to us to hear from you, because we
4 don't like to make decisions in a vacuum. We want to be able
5 to, as we deliberate and get into the -- as Mr. Willis went
6 through that presentation initially about there is going to be
7 a more formal process in terms of the legal process. As we go
8 through our deliberations, we want to be able to say there is a
9 mother, there is a dad, there is a person at the end of this
10 that this impacts. So it's extremely important to us to hear
11 from you. And thank you for your time.

12 Commissioners, with that, we are adjourned.

13 **MR. JAEGER:** Chairman, one more time. The exhibits,
14 we had one late-filed exhibit, 22, and then we had four
15 exhibits that we have in hand. We need to move those into the
16 record.

17 **CHAIRMAN CARTER:** Without objection, show it done.

18 (Exhibit Numbers 20 through 24 admitted into the
19 record.)

20 **CHAIRMAN CARTER:** We are adjourned.

21 (The service hearing concluded at 8:20 p.m.)

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STATE OF FLORIDA)

COUNTY OF LEON)

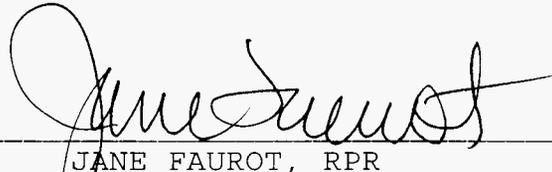
CERTIFICATE OF REPORTER

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

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

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

DATED THIS 7th day of August, 2008.



JANE FAUROT, RPR
Official FPSC Hearings Reporter
FPSC Division of Commission Clerk
(850) 413-6732

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Application for increase in water and)
wastewater rates in Alachua, Brevard, DeSoto,)
Highlands, Lake, Lee, Marion, Orange,)
Palm Beach, Pasco, Polk, Putnam,)
Seminole, Sumter, Volusia, and Washington)
Counties by Aqua Utilities Florida, Inc.)
_____)

DOCKET NO. 080121-WS

**AQUA UTILITIES FLORIDA, INC.'S PROOF OF PUBLICATION OF
NOTICE OF CUSTOMER SERVICE HEARING
EXHIBIT NO. _____**

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 080121-WS EXHIBIT 20

COMPANY Aqua Utilities Fl, Inc.

WITNESS Proof of Publication

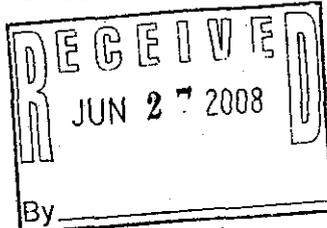
DATE 7/16/09

Affidavit of Publication Daily Commercial

Leesburg, Lake County, Florida

Case No. _____

STATE OF FLORIDA
COUNTY OF LAKE



Before the undersigned authority personally appeared Melanie Randall who on oath says that she is the Classified Manager of the Daily Commercial, a daily newspaper published at Leesburg in Lake County, Florida, that the attached copy of advertisement, being

1105768

in the matter of Hearing NOTICE

in the _____ Court,

was inserted in said newspaper in the issues of _____

June 20, 2008

Affiant further says that the said Daily Commercial is a newspaper published in said Leesburg, in said Lake County, Florida, and that the said newspaper has heretofore been continuously published in said Lake County, Florida each day and has been entered as second class matter at the post office in Leesburg in said Lake County, Florida, for a period of one year preceding the first publication of the attached copy of advertisement; and affiant further says that she has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in said newspaper.

Signed Melanie Randall
Melanie Randall, Classified Manager

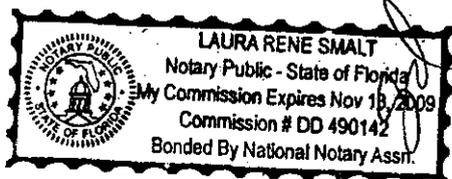
Sworn to and subscribed before me this 20th day of

June, 2008, by Melanie Randall,

Classified Manager, who is personally known to me.

(Seal)

Laura Rene Smalt
Laura Rene Smalt, Notary Public



Before the Florida Public Service Commission Notice of Commission Customer Service Hearing

Docket No. 080121-WS

Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and by Aqua Utilities Florida, Inc. (Utility)

Notice is hereby given that the Florida Public Service Commission will hold customer service hearings to consider the Utility's application for an increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Sumter, Volusia and Washington counties, Florida. The purpose of the customer service hearings is to provide the Utility's customers the opportunity to comment on the Utility's proposed final rates or service charges. CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING. THE SERVICE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY. All witnesses shall be subject to cross-examination. A customer service hearing to you will be conducted at the following times and places if no witnesses have been heard:

Date and Time: July 16, 2008 at 6:00 p.m.
Place: Mount Dora Community Center
520 Baker Street
Mount Dora, FL 32757-5521

PURPOSE AND PROCEDURE

At the hearing, customers will be given an opportunity to present testimony and the Utility's proposed rates, quality of service, and any and all issues in the case. CUSTOMERS WHO WISH TO PRESENT TESTIMONY, PROMPTLY AT EACH SCHEDULED HEARING TIME BECAUSE THE SERVICE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY. All witnesses shall be subject to cross-examination.

On May 22, 2008, the Utility filed its petition for a rate increase with the Commission reviewing the application to determine if the minimum filing requirements have filing has not been established. Once the official date of filing is established, an pursuant to Rule 25-22.0407, Florida Administrative Code, outlining the Utility's

Any person requiring some accommodation at this hearing because of a physical disability should contact the Commission's Division of Regulatory Compliance and Consumer Assistance at 1-800-955-1234 prior to the hearing. Any person who is hearing or speech impaired, please contact the Commission using the Florida Relay Service, which can be reached at 1-800-955-1234.

Copies of the petition and minimum filing requirements are available for inspection at the Utility's office and the Lake, Orange and Sumter County Libraries as follows:

Aqua Utilities Florida, Inc. Lake County
1100 Thomas Avenue 312 West
Leesburg, Florida 34748 Tavara
Business Hours: 8:00 a.m. - 5:00 p.m. Monday-Friday Phone
Phone: 352.435.4027

Orange County Library System Clark
101 E. Central Boulevard 1405
Orlando, FL 32801 Sumter
Phone: 407.835.7323 Phone

In addition, customer service representatives from Aqua Utilities Florida, Inc. will be available after the Commission's service hearing to assist any customer with their concerns.

EMERGENCY CANCELLATION OF HEARINGS

If settlement of the case or a named storm or other disaster requires cancellation of the hearing, staff will attempt to give timely direct notice to the parties. Notice of cancellation will be provided on the Commission's website (<http://www.psc.state.fl.us/>) under the Emergency Cancellation page. Cancellation(s) can also be confirmed by calling the Office of the General Counsel.

JURISDICTION

The Commission is vested with jurisdiction over the subject matter of this proceeding. Chapter 367, Florida Statutes, Sections 367.081, 367.0816, 367.101, and 367.102, and any other relevant sections of Chapter 367, Florida Statutes, are applicable to this proceeding. Chapter 120, Florida Statutes, and Rules 25-9, 25-22, 25-30, and 28-106, Florida Administrative Code, are also applicable to this proceeding.

ation

Before the Florida Public Service Commission Notice of Commission Customer Service Hearings

Docket No. 080121-WS

Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida by Aqua Utilities Florida, Inc. (Utility)

Notice is hereby given that the Florida Public Service Commission will hold customer service hearings in the above-referenced docket to consider the Utility's application for an increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. The purpose of the customer service hearings is to allow customers the opportunity to comment on the Utility's proposed final rates or service. **CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING TIME BECAUSE THE SERVICE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY.** The nearest customer service hearing to you will be conducted at the following times and places, and will continue until all witnesses have been heard:

Date and Time: July 16, 2008 at 6:00 p.m.
Place: Mount Dora Community Center
520 Baker Street
Mount Dora, FL 32757-5521

PURPOSE AND PROCEDURE

At the hearing, customers will be given an opportunity to present testimony and other evidence concerning the Utility's proposed rates, quality of service, and any and all issues in the case relating to the proposed changes in rates and charges. **AGAIN, CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING TIME BECAUSE THE SERVICE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY.** All witnesses shall be subject to cross-examination at the conclusion of their testimony.

On May 22, 2008, the Utility filed its petition for a rate increase with the Commission. Currently, the Commission is reviewing the application to determine if the minimum filing requirements have been met. Thus an official date of filing has not been established. Once the official date of filing is established, an Initial Customer Notice will be sent pursuant to Rule 25-22.0407, Florida Administrative Code, outlining the Utility's request.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Commission's Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).

Copies of the petition and minimum filing requirements are available for inspection during normal office hours at the Utility's office and the Lake, Orange and Sumter County Libraries as follows:

- | | |
|---|--|
| Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:00 a.m. - 5:00 p.m. Monday-Friday
Phone: 352.435.4027 | Lake County Library
312 W. Main Street
Tavares, FL 32778
Phone: 352.253.6180 |
| Orange County Library System
101 E. Central Boulevard
Orlando, FL 32801
Phone: 407.835.7323 | Clark Maxwell Library
1405 CR 526-A
Sumterville, FL 33585
Phone: 352.568.3074 |

In addition, customer service representatives from Aqua Utilities Florida, Inc. will be available one hour before and after the Commission's service hearing to assist any customer with their concerns.

EMERGENCY CANCELLATION OF HEARINGS

If settlement of the case or a named storm or other disaster requires cancellation(s) of the hearing(s), Commission staff will attempt to give timely direct notice to the parties. Notice of cancellation(s) of the hearing(s) will also be provided on the Commission's website (<http://www.psc.state.fl.us/>) under the Hot Topics link found on the home page. Cancellation(s) can also be confirmed by calling the Office of the General Counsel at 850-413-6199.

JURISDICTION

The Commission is vested with jurisdiction over the subject matter of this proceeding by the provisions of Chapter 367, Florida Statutes, Sections 367.081, 367.0816, 367.101, and 367.171, Florida Statutes, and any other relevant sections of Chapter 367, Florida Statutes, are applicable to this proceeding, as well as Chapter 120, Florida Statutes, and Rules 25-9, 25-22, 25-30, and 28-106, Florida Administrative Code.

RECEIVED
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Melanie Randall,

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Small
Notary Public

RENE SMALT
ic - State of Florida
Expires Nov 18, 2009
on # DD 490142
ational Notary Assn.

185788 June 13 & 20, 2008

Proof of Publication

from the
SUMTER COUNTY TIMES
Bushnell, Sumter County, Florida
PUBLISHED DAILY

STATE OF FLORIDA
COUNTY OF CITRUS
Before the undersigned authority personally appeared

Terri Norton

Of the Sumter County Times, a newspaper published weekly at Bushnell, in Sumter County, Florida, that the attached copy of advertisement being a public notice in the matter of the

Insertion Order: 752850
Legal number:
Description: Before the Florida Public Service Commission Notice of Commission Customer Service Hearing

Display Advertisement: to run 1 time

Court, was published in said newspaper in the issue of
Date of publication: June 26, 2008

Affiant further says that the Sumter County Times is a Newspaper published at Bushnell in said Sumter County, Florida, and that the said newspaper has heretofore been continuously published in Sumter County, Florida, each week and has been entered as second class mail matter at the post office in Bushnell in said Sumter County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that he/she has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper.

Terri Norton

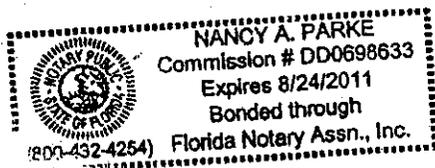
The forgoing instrument was acknowledged before me

This 26th day of June 2008

By: Terri Norton

who is personally known to me and who did take an oath.

Nancy A. Parke
Notary Public



BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
Notice of Commission Customer Service Hearings

Docket No. 080121-WS

Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida by Aqua Utilities Florida, Inc. (Utility)

Notice is hereby given that the Florida Public Service Commission will hold customer service hearings in the above-referenced docket to consider the Utility's application for an increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. The purpose of the customer service hearings is to allow customers the opportunity to comment on the Utility's proposed final rates or service. CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING TIME BECAUSE THE SERVICE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY. The nearest customer service hearing to you will be conducted at the following times and places, and will continue until all witnesses have been heard:

Date and Time: July 16, 2008 at 6:00 p.m.
Place: Mount Dora Community Center
520 Baker Street
Mount Dora, FL 32757-5521

PURPOSE AND PROCEDURE

At the hearing, customers will be given an opportunity to present testimony and other evidence concerning the Utility's proposed rates, quality of service, and any and all issues in the case relating to the proposed changes in rates and charges. AGAIN, CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING TIME BECAUSE THE SERVICE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY. All witnesses shall be subject to cross-examination at the conclusion of their testimony.

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Any person requiring some accommodation at this hearing because of a physical impairment should call the Commission's Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).

Copies of the petition and minimum filing requirements are available for inspection during normal office hours at the Utility's office and the Lake, Orange and Sumter County Libraries as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:00 a.m. - 5:00 p.m. Monday-Friday
Phone: 352.435.4027

Lake County Library
312 W. Main Street
Tavares, FL 32778
Phone: 352.253.6180

Orange County Library System
101 E. Central Boulevard
Orlando, FL 32801
Phone: 407.835.7323

Clark Maxwell Library
1405 CR 526-A
Sumterville, FL 33585
Phone: 352.568.3074

In addition, customer service representatives from Aqua Utilities Florida, Inc. will be available one hour before and after the Commission's service hearing to assist any customer with their concerns.

EMERGENCY CANCELLATION OF HEARINGS

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JURISDICTION

The Commission is vested with jurisdiction over the subject matter of this proceeding by the provisions of Chapter 367, Florida Statutes, Sections 367.081, 367.0816, 367.101, and 367.171, Florida Statutes, and any other relevant sections of Chapter 367, Florida Statutes, are applicable to this proceeding, as well as Chapter 120, Florida Statutes, and Rules 25-9, 25-22, 25-30, and 28-106, Florida Administrative Code.

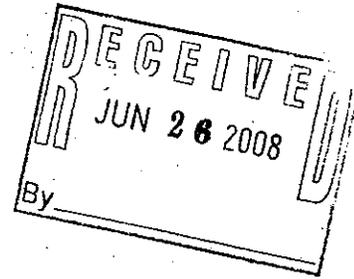
For more information?

www.psc.state.fl.us





Published Daily



STATE OF FLORIDA
COUNTY OF BREVARD

Before the undersigned authority personally appeared KATHY CICALA who on oath says that she is LEGAL ADVERTISING SPECIALIST

of the FLORIDA TODAY, a newspaper published in Brevard County, Florida;

that the attached copy of advertising being a LEGAL NOTICE

(AD#294194 \$829.50) the matter of

FLORIDA PRESS SERVICE

the Court

NOTICE OF COMMISSION CUSTOMER SERVICE HEARINGS

DOCKET NO. 080121-WS

was published in the FLORIDA TODAY

in the issues of JUNE 20TH, 2008

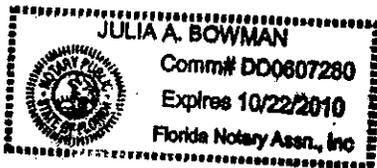
affiant further says that the said FLORIDA TODAY

is a newspaper in said Brevard County, Florida, and that the said newspaper has heretofore been continuously published in said Brevard County, Florida, regularly as stated above, and has been entered as periodicals matter at the post office in MELBOURNE in said Brevard County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that she has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in said newspaper.

Kathy Cicala
(Signature of Affiant)

Sworn to and subscribed before this 20TH, day of JUNE, 2008

Julia A. Bowman
(Signature of Notary Public)



JULIA A. BOWMAN
(Name of Notary Typed, Printed or Stamped)

Personally Known or Produced Identification _____
Type Identification Produced _____

**Before the Florida Public Service Commission
Notice of Commission Customer Service Hearings**

Docket No. 080121-WS

Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida by Aqua Utilities Florida, Inc. (Utility)

Notice is hereby given that the Florida Public Service Commission will hold customer service hearings in the above-referenced docket to consider the Utility's application for an increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. The purpose of the customer service hearings is to allow customers the opportunity to comment on the Utility's proposed final rates or service. CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING TIME BECAUSE THE SERVICE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY. The nearest customer service hearing to you will be conducted at the following times and places and will continue until all witnesses have been heard:

Date and Time: July 17, 2008 at 10:00 a.m. and 6:00 p.m.

Place: Canterbury Retreat & Conference Center
1601 Alafaya Trail
Oviedo, FL 32765-9485

PURPOSE AND PROCEDURE

At the hearing, customers will be given an opportunity to present testimony and other evidence concerning the Utility's proposed rates, quality of service, and any and all issues in the case relating to the proposed changes in rates and charges. AGAIN, CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING TIME BECAUSE THE SERVICE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY. All witnesses shall be subject to cross-examination at the conclusion of their testimony.

On May 22, 2008, the Utility filed its petition for a rate increase with the Commission. Currently, the Commission is reviewing the application to determine if the minimum filing requirements have been met. Thus an official date of filing has not been established. Once the official date of filing is established, an Initial Customer Notice will be sent pursuant to Rule 25-22.0407, Florida Administrative Code, outlining the Utility's request.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Commission's Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).

Copies of the petition and minimum filing requirements are available for inspection during normal office hours at the Utility's office and the Brevard and Seminole county libraries as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:00 a.m.-5:00 p.m. Monday-Friday
Phone: 352.435.4027

Central Brevard Library and Reference Center
308 Forrest Avenue
Cocoa, FL 32922

Seminole County Library
1101 East First Street
Sanford, FL 32771
Phone: 407.665.0311

In addition, customer service representatives from Aqua Utilities Florida, Inc. will be available one hour before and after the Commission's service hearing to assist any customer with their concerns.

EMERGENCY CANCELLATION OF HEARINGS

If settlement of the case or a named storm or other disaster requires cancellation(s) of the hearing(s), Commission staff will attempt to give timely direct notice to the parties. Notice of cancellation(s) of the hearing(s) will also be provided on the Commission's website (<http://www.psc.state.fl.us/>) under the Hot Topics link found on the home page. Cancellation(s) can also be confirmed by calling the Office of the General Counsel at 850-413-6199.

JURISDICTION

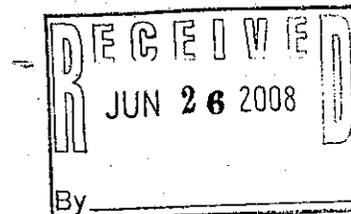
The Commission is vested with jurisdiction over the subject matter of this proceeding by the provisions of Chapter 367, Florida Statutes, Sections 367.081, 367.0816, 367.101, and 367.171, Florida Statutes, and any other relevant sections of Chapter 367, Florida Statutes, are applicable to this proceeding, as well as Chapter 120, Florida Statutes, and Rules 25-9, 25-22, 25-30, and 28-106, Florida Administrative Code.

Orlando Sentinel communications

633 North Orange Avenue • Orlando, Florida 32801

Mike Eri, General Advertising Account Executive
Ph. (407) 420-5357 • Fax (407) 420-5768
meri@orlandosentinel.com

June 23, 2008



Kimberly Joyce, Esq.
Aqua America, Inc.

Dear Kimberly,

This letter is to confirm that Aqua America placed advertising on the following date:

Date	AD Size	Section	Page #	Ad Content
6-23-08	3 col x 10"	Main News	A10	Combined Oviedo & Mt. Dora

Sincerely,

A handwritten signature in black ink, appearing to read "Mike Eri".

Mike Eri
Account Executive
National Advertising
(407) 420-5357

The foregoing instrument was acknowledged before me this 23rd day of June, 2008, by Mike Eri, who is personally known to me.

A handwritten signature in black ink, appearing to read "Nancy A. Puglia".
NOTARY

STATE OF FLORIDA
COUNTY OF ORANGE



Florida Public Service Commission

Re: Docket No. 080121-WS - Aqua Utilities Florida request for rate increase.

Sirs:

Yet again, Aqua Utilities has requested exorbitant rate increases!

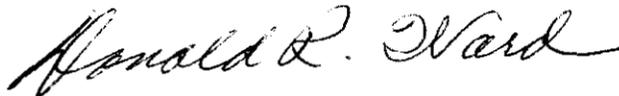
The Proposed "Limited" and "Unlimited" Interim Rates amount to increases of 49%!!

The Proposed Final Uniform Rates are an increase of approximately 287% over our current rates.

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As a resident of Scottish Highlands (Silver Lakes Estates/Western Shores water) I wish to go on record as being opposed to these excessive increases.

Sincerely



July 15, 2008

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 080121-WS EXHIBIT 21

COMPANY Customer of Aqua Utilities

WITNESS John Barzyk (Letters)

DATE 7/16/08

Florida Public Service Commission

Re: Docket No. 080121-WS - Aqua Utilities Florida request for rate increase.

Sirs:

Yet again, Aqua Utilities has requested exorbitant rate increases!

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Sincerely

A handwritten signature in cursive script that reads "Irma E. Ward". The signature is written in dark ink and is positioned to the right of the word "Sincerely".

July 15, 2008

Florida Public Service Commission

Re: Docket No. 080121-WS - Aqua Utilities Florida request for rate increase.

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Sincerely

Robert K. Morrison
2402 Greenlaw Ct.
Leesburg, FL 34788

July 15, 2008

PS: The new meters recently installed have resulted in substantial revenue increases for Aqua Utilities, so there should be no need for a rate increase.

RKM Morrison

219 simple signatures
91 two signatures

310
91

401 signatures

Florida Public Service Commission

Re: Docket No. 080121-WS - Aqua Utilities Florida request for rate increase.

Sirs:

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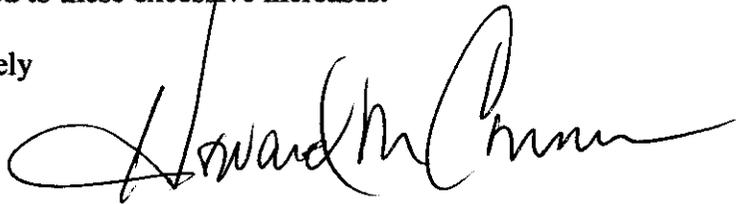
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Sincerely



July 15, 2008

218 Single Signatures

Florida Public Service Commission

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Sincerely

Robert A Kowalk
1637 New Abbey Ave
Leesburg, Fla 34788

July 15, 2008

Florida Public Service Commission

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512 Galloway Ct
Leesburg FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Milton L Bronson
1118 Ben Joseph Dr.
Leesburg Fla 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

LARRY LAHR
27 ABERDEEN CIR.
LEESBURG, FL 34788

July 15, 2008

Florida Public Service Commission

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Jack E. Kumarch
1508 New Abbey Ave.
Geogburg, FL, 34488

July 15, 2008

Florida Public Service Commission

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Sincerely

Mary E. Hodson
1807 Tweed Ct "Scottish Highlands"
Leesburg, Fl. 34788

July 15, 2008

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Helen Anderson
1147 Ben More Dr
Leesburg, FL 34788

July 15, 2008

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Sincerely

Jacklyn Barlow
61 Aberdeen Circle
Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Virginia Amato
371 Syc Ct
Leeburg Florida 34988

July 15, 2008

Florida Public Service Commission

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Joan M. Chabot
921 Dundee Per
Leesburg FL 34788

July 15, 2008

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Frances Broadney
24 Aberdeen Circle
Leesburg FL 34788

July 15, 2008

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Mary A. Fontaine
82 Aberdeen Court
Scottish Highlands

July 15, 2008

Florida Public Service Commission

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Sincerely

Waldo E. Banks
823 Dundee Cir
Leesburg Fl

July 15, 2008

Florida Public Service Commission

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Sincerely

Richard P. Lucius
66 Aberdeen Circle
Leesburg

July 15, 2008

Florida Public Service Commission

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Sincerely

Laura Jorgensen
822 Dundee Circle
Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Elizabeth J. Banks
1315 Noble Court
Leeburg, Florida 34788-7631

July 15, 2008

Florida Public Service Commission

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Maureen Tautz
309 Bugadom Circle
Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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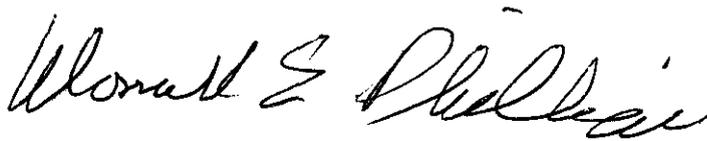
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July 15, 2008

Florida Public Service Commission

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Jeanne Post
506 Dundee Circle
Leesburg 34788

July 15, 2008

Florida Public Service Commission

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DRESTES POST
806 DUNDEE CIRCLE
LEESBURG FL 34788

July 15, 2008

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Norman A. Steer
2502 Loch Ness Ct
Leesburg FL 34788

July 15, 2008

Florida Public Service Commission

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Janice M. Sturm
2502 Loch Ness Ct
Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Bernard Poulson

1545 Dander CR.
LEE SIBURG
347 88

July 15, 2008

Florida Public Service Commission

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Jean O'Brien
524 Brigadoon Cir
Pensburg, FL 34786

July 15, 2008

Florida Public Service Commission

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J. Franklyn Ruyf
12307 Bonnie View Ct
Wesley, FL 32788

July 15, 2008

Florida Public Service Commission

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James Lee
920 Dunder Cir.
1-605-3000-11

July 15, 2008

Florida Public Service Commission

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Robert J. Lee
1001 Pender Dr
Kissimmee, FL

July 15, 2008

Florida Public Service Commission

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Barbara Vandermause
1032 Scotch Pine Ct
Leesburg, Fl. 34788

July 15, 2008

Florida Public Service Commission

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July 15, 2008

Florida Public Service Commission

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Sincerely

Peggy Wilkins
2228 Orkney Dr., Leesburg, Fl.
34788

July 15, 2008

Florida Public Service Commission

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John W. Wilkins

2228 OKKney DR
Leesburg, FL.

July 15, 2008

Florida Public Service Commission

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2206 ORKNEY DC.
LEESBURG FL. 34788

July 15, 2008

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Gerald Smith
819 Loch Lomond Court
Leesburg FL 34788

July 15, 2008

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Fern Jones Strineka
2207 Orkney Dr.
Leesburg, FL 34788

July 15, 2008

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July 15, 2008

Christy Wilson (Daughter)

2508 Loch Ness Court

Leesburg, FL 34788

Florida Public Service Commission

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Sincerely *Leslie Tree*
1707 Oakney Drive
Seesburg, FL 34788

July 15, 2008

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Joyce W Snyder
1036 Scotch Pine Ct.
Leesburg, FL 34788
July 15, 2008

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Richard Weyener
17 Aberdeen Circle
Leesburg, FL 34788

July 15, 2008

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Judith A Zimmert
1636 New Aberdeen Ave
Leesburg, FL
34788

352-742-3239

July 15, 2008

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Water meters were replaced during the last billing cycle with a small increase in the gallonage charge.

As a resident of Scottish Highlands (Silver Lakes Estates/Western Shores water) I wish to go on record as being opposed to these excessive increases.

Sincerely

Arthur C. Rayson
1134 BEN MORG DR
LEESBURG FL 34788

July 15, 2008

Florida Public Service Commission

Re: Docket No. 080121-WS - Aqua Utilities Florida request for rate increase.

Sirs:

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Sincerely

Cynthia L. Wilt
2405 Greenlaw Ct
Leesburg FL 34788.

July 15, 2008

Florida Public Service Commission

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Sirs:

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Sincerely

Kenneth Maloney
1644 Selkirk Dr
Leesburg FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Jimmy E. March
322 Skye Ct.
Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Sharon M Monarch

322 Sky Ct.

Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Richard E. Simpson
343 RIVER GLASS CT.
LEESBURG, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Kathleen Galf
513 Galloway Ct
Leesburg FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Hanny W. Nolf
513 Galloway Court
Leesburg FL 34788

July 15, 2008

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Henry Vanderman
1032 Scotch Pine Ct.
Leesburg FL 34788

July 15, 2008

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Sincerely

Ann Sullivan
305 Brigadoon Cir
Leesburg Fla 34788

July 15, 2008

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Bisela Thornton
2104 GREENLAW COURT
LEESBURG, FL. 34788

July 15, 2008

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Sincerely

JACK ROBER
2213 ORKNEY
LEESBURG FL 34788

July 15, 2008

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Sincerely

Maryjane Willbur
1252 Loch Rannoch Ct
Leesburg FL 34788

July 15, 2008

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Robert C. Patner 1119 BEN HOPKINS DRIVE

July 15, 2008

Florida Public Service Commission

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Sincerely

Robert D. Macdonald.
401 Glasgow Ct
Leeburg, FL. 34788

July 15, 2008

Florida Public Service Commission

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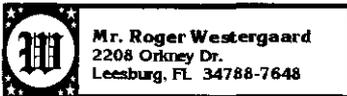
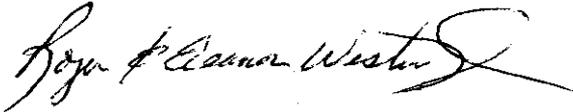
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Sincerely

Judith S. Volk
807 Dundee Circle
Leesburg, FL 34781

July 15, 2008

Florida Public Service Commission

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Sincerely

*Beverly Wright
7 Aberdeen Ct.
Leesburg, FL 34788*

July 15, 2008

Florida Public Service Commission

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Sincerely

Mary Risha
34 Gordon Ct
Leesburg

July 15, 2008

Florida Public Service Commission

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Sincerely

Leslie Piening
1575 David Walker Dr.
Tavares, FL.

July 15, 2008

Florida Public Service Commission

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Sincerely

Marilyn Trunkes
578 BRIGADEON CIR.
LEESBURG, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Harry R. Feagles
1044 Dun De Cir Leesburg

July 15, 2008

Florida Public Service Commission

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Mouna Rockefeller
352-242-7674

July 15, 2008

Florida Public Service Commission

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Sincerely

TOM WILSON
1033 SCOTCH PINE CT
LEESBURG, FL. 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

*Janet Woastandick
2215 Orkney Dr
Leesburg, FL 34788*

July 15, 2008

Florida Public Service Commission

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Duval Mack
53 Aberdeen Circle
Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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John Smith
53 Aberdeen Circle
Leesburg FL

July 15, 2008

Florida Public Service Commission

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Sincerely *Dave Waddin*
808 Dundee Cir
Leesburg Ft.
34788

July 15, 2008

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Roel C. Stefan
2506 LOCKNESS CT.
LEESBURG, FL. 34788

July 15, 2008

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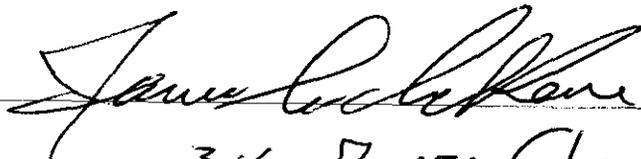
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Sincerely



342 RIVER CHASE CT

34788-8579

July 15, 2008

Florida Public Service Commission

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Sincerely

Clarence G. Rank

2231 ORKNEY DR 34788-7654

July 15, 2008

Florida Public Service Commission

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Sincerely

Edmond Hill
unit E14. address 514 Galloway Ct.
Leesburg, FL 34788

July 15, 2008

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520 BRIGADOON CIR

July 15, 2008

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Wm. Louis Fiedler
44 Brigadoon Ct
Quebec H. 34788

July 15, 2008

Florida Public Service Commission

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Coral Gables
44 Sugarloaf Ct
Scotchdale, FL 34788

July 15, 2008

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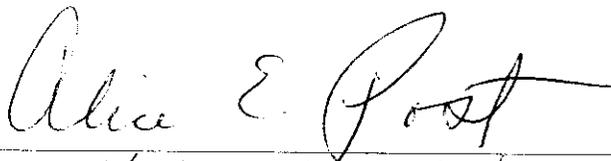
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Sincerely

A handwritten signature in cursive script that reads "Alice E. Post". The signature is written in black ink and is positioned above a horizontal line.

1642 New Abbey Ave

July 15, 2008

Florida Public Service Commission

Re: Docket No. 080121-WS - Aqua Utilities Florida request for rate increase.

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Sincerely

E. Elizabeth R. Curry *341 River Glen Ct.*

July 15, 2008

Florida Public Service Commission

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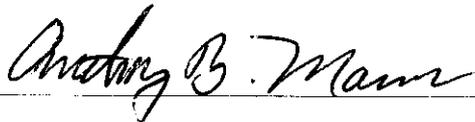
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A handwritten signature in black ink, appearing to read "Donald L. Gray". The signature is written in a cursive style with a long horizontal stroke at the end.

July 15, 2008

Florida Public Service Commission

Re: Docket No. 080121-WS - Aqua Utilities Florida request for rate increase.

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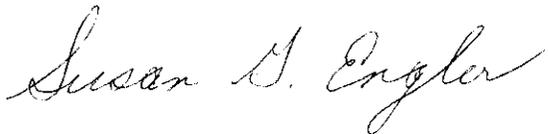
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Sincerely

A handwritten signature in cursive script that reads "Susan G. Engler". The signature is written in black ink and is positioned below the word "Sincerely".

July 15, 2008

Florida Public Service Commission

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As a resident of Scottish Highlands (Silver Lakes Estates/Western Shores water) I wish to go on record as being opposed to these excessive increases.

Sincerely



1005 Dundee Circle,
Leesburg, FL.

July 15, 2008

Florida Public Service Commission

Re: Docket No. 080121-WS - Aqua Utilities Florida request for rate increase.

Sirs:

Yet again, Aqua Utilities has requested exorbitant rate increases!

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Sincerely

Marlene Rutkowski 1305 Moray Ct, Leesburg, Florida 34788

July 15, 2008

Florida Public Service Commission

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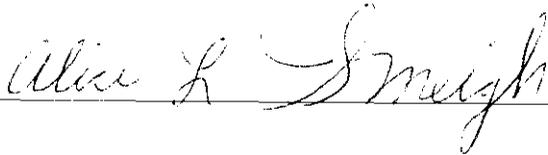
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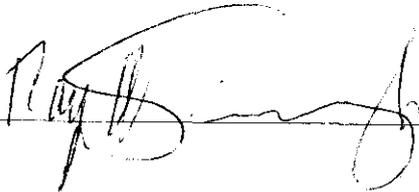
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A handwritten signature in black ink, appearing to read "Ray B. King", is written over a horizontal line that spans the width of the page.

July 15, 2008

Florida Public Service Commission

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Sincerely

M. Jean Carter
1024 Dundee Cir,
Heesburg, IL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Kenneth W Postlewaite
2241 ORCNEY DR

July 15, 2008

Florida Public Service Commission

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Sincerely

Shirley D. Kitcher

1033 SCOTCH PINE CT.
LEESBURG, FL. 34798

July 15, 2008

Florida Public Service Commission

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Sincerely

ELAINE WACK
1022 DUNDEE CIR.
LEESBURG, FL. 34788

July 15, 2008

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Joseph R Smith
405 Glasgow St
Leeburg FL 34788

July 15, 2008

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Sincerely

*Judith V. Smith
405 Glasgow Ct
Leesburg, FL 34788*

July 15, 2008

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Sincerely

HARRIS WIESE
1434 NEW ABBEY AVE
LEESBURG, FL. 34788 352-742-2630
Harris E. Wiese

July 15, 2008

Florida Public Service Commission

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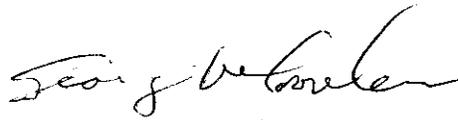
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Sincerely


6 ABERDEEN CIR
LEESBURG FL 34708

July 15, 2008

Florida Public Service Commission

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Sincerely

Carolyn A. Roth
21 Aberdeen Cir
Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Arthur R. Rath
21 Aberdeen Cir.
Leeburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Gayle E. Stou
2202 ORKNEY DRIVE
LEESBURG, FL. 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

James Ratcliff
2501 Loch Ness Cr.
Leesburg, Fla. 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Margaret Wendorf
1439 NW Abbey Ave
Zeeburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely *Orville McConnell*
315 Bridson Cir
LEESBURG, SCOTTISH HIGH

July 15, 2008

Florida Public Service Commission

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Sincerely *Nancy Thirion*
1310 Moray Ct.
Leesburg FL. 34788

July 15, 2008

Florida Public Service Commission

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Sincerely *Richard Thirion*
1310 Moray Ct.
Leesburg, Fl. 34788

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Sincerely

Ruby Saunders
827 Dundee Circle
Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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James L. Steiner
1037 Scotch Pine Ct
Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely *Cristino Rivera*
339 River Glass Ct
Leeburg, FL 34788

July 15, 2008

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Sincerely

Daisy Yeagley
445
July 15, 2008
1044 Dundee Cir
Leesburg FL 34788

Florida Public Service Commission

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Sincerely

*Robert MacLellan R.B.M.
10 Brigadoon Cir
Leesburg, FL 34788*

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*Louise Murphy, 60 Aberdeen Circle
Scottish Hglds.
Leesburg FL.*

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Kenneth V Schmidt
70 Stonehaven CT
Leesburg, FL 34788

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Donald R. Miller
1014 Dundee Cir.
LEESBURG FL 34788

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Caryl Miller
1614 Dundee Circle
Leesburg, FL 34788

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Reborah K. Selmanaki
1502 New Abbey Ave
Leesburg, FL 34788

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Irene Zontek
1604 Selkirk Dr.
Leesburg, FL 34788

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Rosina M Wiolk
2236 Orkney Drive
Leesburg Fl 34788

July 15, 2008

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Leanne Joy
1801 Tweed Ct.
Leesburg Fl.
34788

July 15, 2008

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Helene Thornton
1015 Nundee Circle
Leesburg, FL 34788

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Dolores Trunzo
2243 ORKNEY DR,
LEESBURG, FL 34788

July 15, 2008

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June E. Star
2202 Arkney Dr
Leesburg, F.

July 15, 2008

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Sincerely

August C. Phelps
1409 New Abbeville
Lansberg, FL
34758

July 15, 2008

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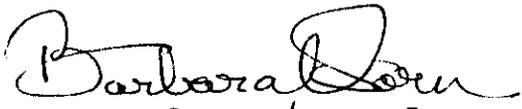
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1116 Ben Hope Dr
Leesburg, FL 34788

July 15, 2008

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Harold V. Caprio

July 15, 2008

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Sincerely

Richard J. Brienik
1019 Dundee Circle
Leesburg, FL 34788

July 15, 2008

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Lauretta A. Drenier
1019 Dundee Circle
Deesburg, Florida 34788

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Richard O. Barta
407 GLASGOW CT,
LEESBURG FL 34788

July 15, 2008

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Sincerely

Albert S. Bowman
611 FANNICK COURT
LEESBURG FL 34788

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The Proposed "Limited" and "Unlimited" Interim Rates amount to increases of 49%!!

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Water meters were replaced during the last billing cycle with a small increase in the gallonage charge.

As a resident of Scottish Highlands (Silver Lakes Estates/Western Shores water) I wish to go on record as being opposed to these excessive increases.

Sincerely

Marena Christian
406 Glasgow Ct
Lensburg, TN 37088

July 15, 2008

Florida Public Service Commission

Re: Docket No. 080121-WS - Aqua Utilities Florida request for rate increase.

Sirs:

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Sincerely

Carol Clendinen

1113 Ben Hope Dr Leesburg FL 34788

July 15, 2008

~~*Spencer Christian*~~

~~*406 Glasgow Ct, Leesburg, FL 34788*~~

Florida Public Service Commission

Re: Docket No. 080121-WS - Aqua Utilities Florida request for rate increase.

Sirs:

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Sincerely

Phyllis Lewis
916 Sutherland CT
Leesburg FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Joe Lea

*1042 Greendale Cir.
Leesburg FL 34788*

July 15, 2008

Florida Public Service Commission

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Sincerely

Virginia M. Komar
326 Skye Court
Leesburg, Florida 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Brent Chamberlain

1422 Oakwood Dr

Leesburg FL 34798

July 15, 2008

Florida Public Service Commission

Re: Docket No. 080121-WS - Aqua Utilities Florida request for rate increase.

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Sincerely

Norman Henderson
4 Dunbar Ct
Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

*Lucy M. Anderson
4 Durness Court
Leesburg, Fl. 34788*

July 15, 2008

Florida Public Service Commission

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Sincerely

Foyz Felyka
1517 NEW Abbey Ave
Leesburg, FL 34708

July 15, 2008

Florida Public Service Commission

Re: Docket No. 080121-WS - Aqua Utilities Florida request for rate increase.

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Sincerely

*Clytuse B. Lea.
1042 Dundee Circle
Leesburg, Florida
34788*

July 15, 2008

Florida Public Service Commission

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Sincerely

Gloria King (GLORIA KING)
1416 ORKNEY DRIVE
LEESBURG, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

George A. Boulet
1618 New Abbey Ave.
Jessburg, FL. 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Arthur K. Glahn
1640 NEW ABBEY AVE.
LEESBURG, FL. 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Ladonna Wagner
1713 Orkney

July 15, 2008

Florida Public Service Commission

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Sincerely

Robert H. Daley
1503 New Albany

July 15, 2008

Florida Public Service Commission

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Sincerely

Mailep L Hartzell
608 Farnick Court
Leesburg FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Dannie Jean Kowalk
1637 New Abbey Ave
Leesburg Fla 34788

July 15, 2008

Florida Public Service Commission

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1712 ORKNEY DR
LEESBURG, FL
34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Evelyn Hohn Dickinson
1414 New Abbey Ave
Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Jo Oell Coning
1043 Dundee Circle
Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Melal Oyon

303 BRIGADON C1

LEESBORO FL 34782

July 15, 2008

Florida Public Service Commission

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Sincerely

Kathryn L Bossy

July 15, 2008

3 DURNESSE CT
LEESBURG, FL 34788

Florida Public Service Commission

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Sincerely

Dena Aline
304 Brigadoon Circle
Leesburg FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Ronald E. Lewis
916 Sutherland Ct.

July 15, 2008

Leesburg FL 34755

Florida Public Service Commission

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Robert F. Jordan
1314 NOBLE CT

July 15, 2008

Florida Public Service Commission

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Nikki Layton
37 Gordon St.

July 15, 2008

Florida Public Service Commission

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E. Loui Hays
2305 Bonnie View Ct.
Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Connie Krumwiede
86 Aberdeen Ct
Leesburg, Fl. 34788

July 15, 2008

Florida Public Service Commission

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Norma G. Hughes
1648 Selkirk Rd
Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Charlotte Beeler, 14 Brigadoon Circle, Leesburg, Fl. 34788

July 15, 2008

Florida Public Service Commission

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Ronald J. DePue
607 Fannick Ct
Leesburg

July 15, 2008

Florida Public Service Commission

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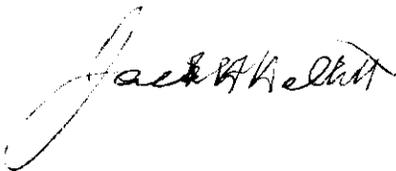
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Sincerely

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July 15, 2008

Florida Public Service Commission

Re: Docket No. 080121-WS - Aqua Utilities Florida request for rate increase.

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Sincerely

Jean Green
504 Brigadoon Cir.
Leeburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Blair Ayzen, 815 Loch Lemond Ct.

July 15, 2008

Florida Public Service Commission

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Sincerely

Laura Jorgensen
832 Dundee Circle
Leesburg, FL 34798

July 15, 2008

Florida Public Service Commission

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Sincerely

July 15, 2008



Paul Dabson
2209 Orkney Dr.
Leesburg, FL 34788-7649

Florida Public Service Commission

Re: Docket No. 080121-WS - Aqua Utilities Florida request for rate increase.

Sirs:

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Sincerely

*Margaret Frame
1903 Inwood Ct.
Leesburg, FL 34788*

July 15, 2008

Florida Public Service Commission

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Jean M Breusch
2304 Bonnie View Ct
Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

July 15, 2008

*Frances A B Rodney
24 Aberdeen Circle*

Florida Public Service Commission

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Sincerely

Dorothy T. Kozloski
66 Aberdeen Circle

July 15, 2008

Leesburg, Fla. 34788

Florida Public Service Commission

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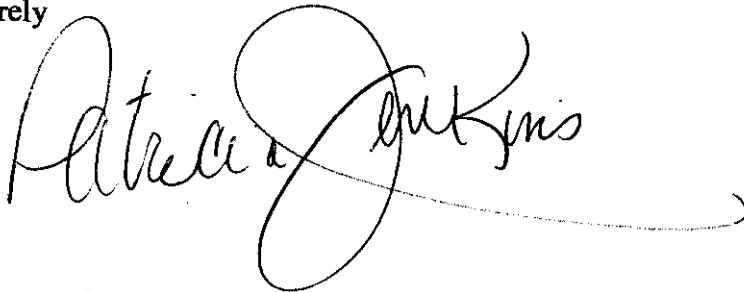
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Sincerely

A handwritten signature in cursive script that reads "Patricia Jenkins". The signature is written in black ink and is positioned to the left of the address block.

1415 ORKNEY
SCOTTISH HI-LDS
LEESBURG FL
34788

July 15, 2008

Florida Public Service Commission

Re: Docket No. 080121-WS - Aqua Utilities Florida request for rate increase.

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Sincerely

E. Lindville
311 BRIGSDOWN
LEESBURG FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

*Helen Duncan
2708 Dubuque Dr.
Apopka, FL*

July 15, 2008

Florida Public Service Commission

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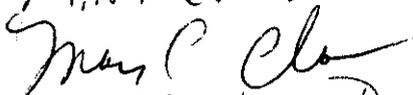
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As a resident of Scottish Highlands (Silver Lakes Estates/Western Shores water) I wish to go on record as being opposed to these excessive increases.

Sincerely

MARY C. CLOSE

51 Aberdeen Dr.
Leesburg FL 34788
July 15, 2008

Florida Public Service Commission

Re: Docket No. 080121-WS - Aqua Utilities Florida request for rate increase.

Sirs:

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Sincerely

Thomas A. Vargas
328 Brigadson Cr.
Leesburg Fl. 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Ben Hughes
1648 Selkirk Dr.
Leesburg Fl. 34788

July 15, 2008

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Sincerely

Pete Anderson
332 Riverglass Ct.
Leshburg,

July 15, 2008

Florida Public Service Commission

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Sincerely

Charles Colwe II
331 River Glass Ct
Leesburg FL 34728

July 15, 2008

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July 15, 2008

Florida Public Service Commission

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Sincerely

Joseph S. Kniff
1620 NEW ABBEY AV
LEESBURG, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Lorna Dixon
323 Skye Court
Leesburg FL. 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Bill Dixie

323 Skye Ct

Leesburg, FL 34788

July 15, 2008

352.343.0466

Florida Public Service Commission

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Sincerely

Patricia Augustin
48 Aberdeen Cir - Leesburg, Fl. 34788

July 15, 2008

Florida Public Service Commission

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Sincerely



Roy Fowler
1025 Dundee Circle
Leesburg FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Mary J Fowler
1025 Dundee Cir
Leesburg.

July 15, 2008

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Sincerely *Walter Hoskins*
1968 Tweed Court
Lusbury, FL.
34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Carolyn J. Korman
45 Bingham Creek
Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Lydia R. Parks

*501 Brigadoon Circle
Leesburg, Fl. 34788*

Scottish Highland

July 15, 2008

Florida Public Service Commission

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Sincerely,

Barbara C. Deeburn
38 Aberdeen Ave
Greensburg, FL 34788

July 15, 2008

Florida Public Service Commission

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38 Aberdeen Circle
Leesburg, FL 34788

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Sincerely

*Dolores Kartye
2509 Loch Ness Ct
Leesburg, FL 34788*

July 15, 2008

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Sincerely

Margaret Hyder
510 Galloway CT
Leesburg Fl. 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Elwin Crandall
1021 Dundee Cir

July 15, 2008

Florida Public Service Commission

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Key Fries
2410 Greenlaw Ct
Leesburg, Fl. 34788

July 15, 2008

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John Hayes
2006 Tweed Ct
Leesburg FL 34788

July 15, 2008

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Sue Godwin
813 Loch Lomond Court
Leesburg, FL 34788

July 15, 2008

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Maurine Emmons
25 Gordon St.
Greensburg, Fl. 34788

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*Sara H. Elman
1006 Dundee Circle
Leesburg Fla 34788*

July 15, 2008

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Virginia A. Crossley
2211 Oakway Drive
Leesburg Fl. 34788

July 15, 2008

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Barbara M. Jones
2507 Loch Ness Ct.
Lusbury FL 34708

July 15, 2008

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Eileen Panuz
1515 New Abby Ave
Leesburg FL 34788

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1713 ORKNEY DR
Leesburg, FL 34788

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Dorothy Elliott
1030 Scott Pine Ct
Leesburg, FL 34788
July 15, 2008

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Dale G. Kolb

*521 Brigadoon Cir.
Leesburg, Fl. 34788*

July 15, 2008

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Margaret W. Cochel
1706 Orkney Dr.
Leesburg, Fl. 34788

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Doris L. Koch

1705 Oakney Dr.

July 15, 2008

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Virginia Kuhl
1003 Duane Circle
Leesburg FL 34788

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Robert H. Daley
2310 Bonnie View Ct.

July 15, 2008

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Sincerely

Robert C. Platner
1119 BEN HOPE DRIVE
LEESBURG, FL 34788

July 15, 2008

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2003 Tweed Ct.
Keesburg, FL 34788
July 15, 2008

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Sincerely

Norman Reed
2201 CORKNET DR
LEESBURG FL. 34788

July 15, 2008

Florida Public Service Commission

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Maryjane Sw Ogdyshe

July 15, 2008

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July 15, 2008

Florida Public Service Commission

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JACOB PFAN
2503 LOCANESS CT.
LEESBURG, FL 34788

July 15, 2008

Florida Public Service Commission

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*Mrs Betty L. Keeper
1111 Bent Lane Dr
Leesburg, Fl
34788*

July 15, 2008

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Joan L. Whitten
1501 New Abbey Ave
Leesburg Fl. 34788

July 15, 2008

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Bonnette Whitfield

1625 New Abbey Ave, Leesburg FL 34788

July 15, 2008

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As a resident of Scottish Highlands (Silver Lakes Estates/Western Shores water) I wish to go on record as being opposed to these excessive increases.

Sincerely

Darin P. Skerberg
1624 New Abbey Ave. Seaburg FL 34788

July 15, 2008

Florida Public Service Commission

Re: Docket No. 080121-WS - Aqua Utilities Florida request for rate increase.

Sirs:

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1630 NEW ABBEY AVE. LEESBURG FL 34788

July 15, 2008

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Sincerely

Irene Mourant (IRENE MOURANT)
91 Strakeron Ct
Leesburg Pa 34788

July 15, 2008

Florida Public Service Commission

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Paul C Maurant (PAUL MOURANT)
71 STONEHAVEN CT.
LEESBURG, FL. 34788

July 15, 2008

Florida Public Service Commission

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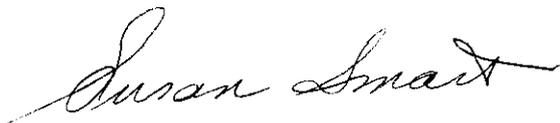
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A handwritten signature in cursive script that reads "Susan Smart". The signature is written in black ink and is positioned to the left of the date.

July 15, 2008

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Betty Sutton 2302 Bonnie View Ct.
Leesburg, Fl. 34788

July 15, 2008

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Luis + Ili Perez
2205 Oakway Dr.
Lensburg, Va 24758

(V-5)

July 15, 2008

Florida Public Service Commission

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John J. Buttafuoco *Shirley Buttafuoco*
314 Brigadoon Circle
Leesburg, Fl. 34788

July 15, 2008

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Ed & Shirley McCoy 1410 New Albey

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Virginia Mall

Gordon Mall

July 15, 2008

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July 15, 2008

Walter & Cheda Rey
1603 Selkirk Dr.
Leesburg, FL 34788-7658

Florida Public Service Commission

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Sincerely

Joan L. Pursell (JOAN L. PURSELL - 1115 BEN HOPE DR - LEESBURG
FL. 34788)

Harry R. Pursell Jr. (HARRY R. PURSELL - 1115 BEN HOPE DR, LEESBURG
FL. 34788)

July 15, 2008

Florida Public Service Commission

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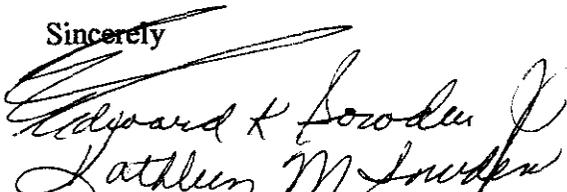
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Sincerely


Kathleen M. Snyder
2233 Oakley Drive
Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Claude & Army Umbarger
1714 Orkney Drive
Leesburg Fla 34788

July 15, 2008

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Gene Teel Gene Teel 1120 Benmore
NINA Teel via R. Teel Leesburg 34788
1120 Benmore
Leesburg 34788

July 15, 2008

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Sincerely

Jean J Null
Robert V Null

809 LOCK LOMOND CT
Leesburg FL 34788

July 15, 2008

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Sincerely

*Ms. & Mrs. Floyd Upstead
610 Fannin Ct.
Gainesville, Fl. 34788*

July 15, 2008

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George & Paul Lynn Carattini 57 Aberdeen Circle
Leesburg FL 34788

July 15, 2008

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Michael and Wolf Ranjer
2235 Orkney Dr.
Leesburg, Fl. 34728

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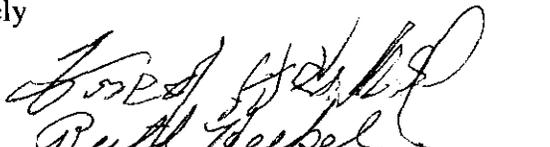
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Ruth Heibel
1436 New Abbey Ave
Leesburg, FL 34788

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James W. LaRue
Blanch M. LaRue

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Marcelle M Blank

Nelson R Blank

1437 New Abbey Ave

July 15, 2008

Leesburg FL 34788

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Simone + Ted DeBelva
1406 New Abbey Ave.
Leesburg Fl 34788

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Marian A. Johns - 13 Brigadoon Cir, Leesburg Fl. 34788
Carl V. Johns - 13 Brigadoon Cir, Leesburg Fl. 34788

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*Bill + Iva Long
1 Duness Court
Leesburg, Fl. 34788*

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Mr Richard Mrs Mary Bringard
914 Sutherland Ct - Leesburg 34788

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*Jim + Mina Griffin
1101 Ben Hope Dr.
Leesburg, FL 34788*

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Erin F. Dalen
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1646 Dickson Dr.
Fleming, FL 34788
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*Mayor Alan Jaws
1633 New Abbey.
Leesburg.*

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Ed Krueger
Betty Krueger
310 Brigadson circle

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Charline Yachum
1040 Dundee Cir
Leesburg, FL 34788

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Carolyn Bailey
Klayd Bailey
1649 Selkirk Dr.
LEESBURG, FL 34788
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Harold + Dolores Gordon
2204 Orkney Dr.
Leesburg, FL 34788

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William & Celeste Concedene
45 Aberdeen Cr - Leesburg, Fl. 34788

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RC and Zelda Crafton
1121 Ben More Dr.
Hessburg, FL 34788

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John & Eleanor Banzek
2510 Loch Ness Ct.
Leesburg, FL 34788

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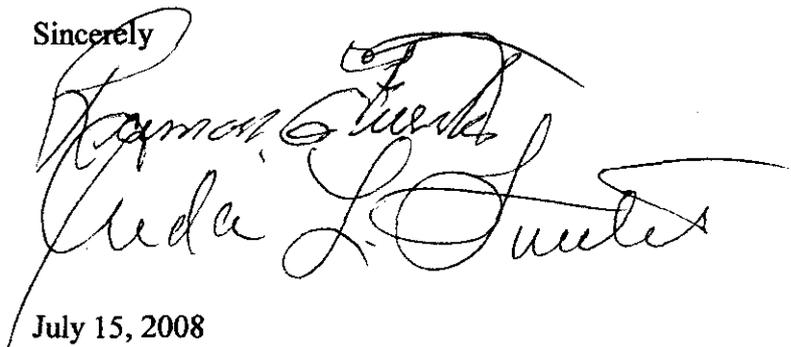
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Paula L. Suter

July 15, 2008

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Lavone M Higgins

404 Glasgow Ct.

Kenneth J Burke

July 15, 2008

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Joseph C Bergeron
Mayann Bergeron

July 15, 2008

*2 Aberdeen Circle
Leesburg, FL 34788*

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William J + Helen P. Brown
1506 New Abbey Ave
Leesburg, FL 34788

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Sincerely *Steven L Frost*
LORENE C. LAUB-FROST
1034 SCOTCH PINE CT
LEESBURG, FL 34788-7687

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Craig W. Leslie & Shirley K. Leslie
1028 Scotch Pine Ct.
Leesburg Fl 34788

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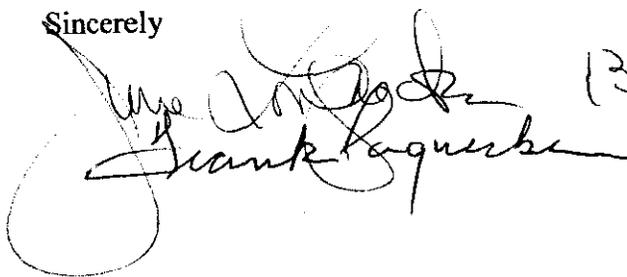
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As a resident of Scottish Highlands (Silver Lakes Estates/Western Shores water) I wish to go on record as being opposed to these excessive increases.

Sincerely

 1306 Moray Ct Leesburg FL 34788

July 15, 2008

Florida Public Service Commission

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Etadys & Stan Brodsky
918 Dundee Cir
Leesburg
FLA 34788

July 15, 2008

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Sincerely *Arthur L &
Dail K. Hampy
36 Gordon Ct
Leesburg FL 34788*

July 15, 2008

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LOUIS + JEAN BARTOS
1311 MORAY Ct.
LEESBURG, FL. 34788

July 15, 2008

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Michael & Billye Doria
2309 Bonnie View Ct.
Leesburg, FL 34788

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Sincerely

Mr. & Mrs. James Bush
1 - Aberdeen Circle
Leesburg Fl. 34788

July 15, 2008

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Harold + Lucie Arnold
340 Ave Glass Ct.
Sebring, FL 34788

July 15, 2008

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Mr. + Mrs. Ivo Albert
522 Brigadoon Cir
Leesburg FL 34788

July 15, 2008

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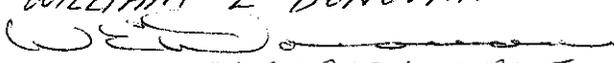
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Sincerely

WILLIAM E DONOVAN

24 BRIGADOON CIRCLE
LEESBURG FL 34788

CHARLOTTE DONOVAN
24 Brigadon
Leesburg 34788

July 15, 2008

Florida Public Service Commission

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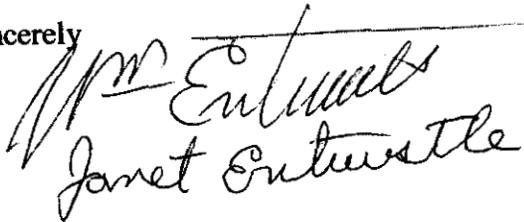
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Janet Entwistle

12 BEIGADON CIRCLE
LEESBURG, FL 34788

July 15, 2008

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Cynthia Colwell
Charles Colwell

July 15, 2008

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John + Marion Daley
43 Aberdeen Cir
Leesburg Fla
34722

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Robert J. Gask

Barbara M. Huff

1124 Ben Hope Dr

July 15, 2008

Leesburg, Fla 34782

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Carl & Marlene Lyda
1435 New Abbey Ave.
Gainesburg, FL 34788

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*Mr + Mrs Alfred Christensen
2408 Greenlaw Court
Leesburg FL 34788*

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Sincerely

Beatrice Jones

Byron Jones

27 Gordon Ct Leesburg

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July 15, 2008

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1304 MORAY Ct.
LEESBURG, FL 34788

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Michael T Carrigg
Nancy E Carrigg

July 15, 2008

1513 New Abbey Ave
Helsburg, FL 34788

Florida Public Service Commission

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2214 Oakney Dr
Leesburg, FL 34788

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Bob & Norma Barrow
15 Brigadoon Circle
Leesburg, FL 34788

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J. Donald Karty
2509 Lock Ness Ct
Leesburg, FL 34788

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Joan C. DeVasier
38 Brigadoon Cir
Leesburg, Fl. 34788

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Sharon L. Hodge, 2504 Loch Ness Ct. Leesburg, FL 34788

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Reg T. Bond
Mary L. Bond
2505 LOCH NESS CT
LEESBURG, FL 34788

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J. Rythe 1103 BEN HOPE DR. LEESBURG, FL 34788
Jean Rythe 1103 Ben Hope Dr. Leesburg, FL 34788

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*Jan & Cliff Myers.
1619 New Abbey Ave
Leesburg, FL 34788*

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*Katherine, Ernest William
14 Abuelen Circle
Seesburg, Fla 34788*

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Adolph & Ruth Recksteiner
1301 - Moray Ct
Leesburg, Fl.

July 15, 2008

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*Bill + Jeannette Victor
2411 Greenlaw Ct
Seesburg, Fl. 34788*

July 15, 2008

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Robert & Nancy Wilson
2508 Loch Ness CT
Leesburg, FL - 34788

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John F. Messerone & Dorothy Messerone
402 Glasgow Ct

July 15, 2008

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July 15, 2008

Mr & Mrs David Page - 320 Skye Ct.

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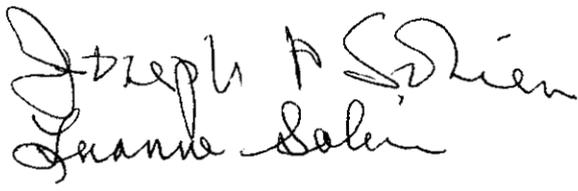
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Sincerely

Joseph H. Solien
Luanne Solien -
1420 Orkney Dr.
Leesburg, FL 34788



July 15, 2008

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July 15, 2008

Jim Preest
Vicki Preest
1405 New Abbey Ave
Leesburg FL. 34788

(Scottish Highlands)

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Judith + Christopher Nikita
5225 Ben Hope Dr.
Leesbury Mass.
July 15, 2008

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Sincerely *Clarence E. Watt & Anna M. Watt*
41 Brigadoon Cir
Leesburg, FL 34788

July 15, 2008

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MR & MRS SEAMAN,
1009 DUNDEE Circle
Scottish Highlands
Leesburg FL.

July 15, 2008



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Don & Pat Phillippe
1511 New Abbey Ave
Leesburg

July 15, 2008

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Russell A. Schreck

Ruby C. Schreck

1505 New Abbey Ave

Leesburg FL 34788

July 15, 2008

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Harry & Sherry Raus
1417 ORKNEY DR.
LEESBURG, FL. 34788

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Alex + Rita Orsfuta
1303 Moray Ct.
Leesburg, FL 34788

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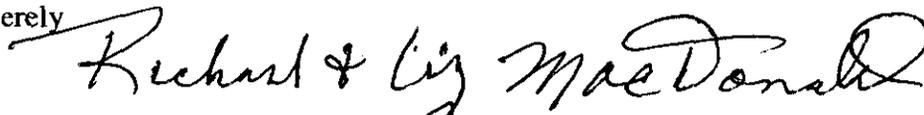
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As a resident of Scottish Highlands (Silver Lakes Estates/Western Shores water) I wish to go on record as being opposed to these excessive increases.

Sincerely


1905 Tweed CT
Leesburg FL 34788

July 15, 2008

Florida Public Service Commission

Re: Docket No. 080121-WS - Aqua Utilities Florida request for rate increase.

Sirs:

Yet again, Aqua Utilities has requested exorbitant rate increases!

The Proposed "Limited" and "Unlimited" Interim Rates amount to increases of 49%!!

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Sincerely

Jan Reynolds - 1424 ORKNEY DR. - LEESBURG, FLORIDA 34788
Kathy Reynolds

July 15, 2008

Florida Public Service Commission

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Sincerely

MR. & MRS. FLAVIS & DOLORES PICKLE
1609 SELKIRK DR.
LEESBURG, FL. 34788

July 15, 2008

Florida Public Service Commission

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Fred & Lo Matich
1026 Dundee Circle
Leesburg FL 34788

July 15, 2008

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Sincerely

Mrs. + Mrs. Gordon E. Wood
1017 Dundee Circle
Jessburg, FL 34788

July 15, 2008

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Sincerely

Dale R. Shasher
Bertrude Shasher
1016 DUNDEE CIR

July 15, 2008

Florida Public Service Commission

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Sincerely

William R. + Carol Sealrose
1613 New Abbey Ave,

July 15, 2008

Florida Public Service Commission

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Sincerely

Frank & Phyllis Sparks
1419 Oakney Dr.
Leesburg, Fla. 34788

July 15, 2008

Mrs. Anne R. Nichols
1419 Oakney Dr.
Leesburg, Fla. 34788

Florida Public Service Commission

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Sincerely

Mr. & Mrs. John Pigioli
29 Bordon Ct
Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

Marilyn J. Penning
1635 New Abbeys Lane
Leesburg, FL 34788

John Neville
Same as above

July 15, 2008

Florida Public Service Commission

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Sincerely

*Mr. & Mrs. Floyd Wiegand
308 Brigadoon Circle
Leesburg, Fl. 34788*

July 15, 2008

Florida Public Service Commission

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Sincerely

*David + Bernice Williams
18 Easter Ross Ct.
Leesburg Fl. 34788*

July 15, 2008

Florida Public Service Commission

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Sincerely

Thomas + Amelia Rockwood
2210 Orkney Dr.
Leesburg, FL 34788

July 15, 2008

Florida Public Service Commission

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Sincerely

DUANE & EVELYN ROCKWOOD
69 STONEHAVEN CT.
LEESBURG, FL. 34788

July 15, 2008

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 08012-WS EXHIBIT 22

COMPANY Petition (late-filed)

WITNESS Medalyn Martin

DATE 07/16/08

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 08D121-W EXHIBIT 23

COMPANY Comparative Summary of Bills

WITNESS Ineresa Mauriell

DATE 07/16/08

MAIN CONCERNS: *Silver Lake Customer*

1. The high water bills that we would have to pay if the increase is allowed as proposed.
2. The large percentage increase that Aqua is asking for. We haven't seen other utilities ask for such astronomical increases.
3. The prices we pay now are fairly in line with what customers on other water systems are paying. We would be paying astronomically more than them if the increases are allowed.
4. Water is a necessity. We must use the company providing water in our area.
5. The increases Aqua proposes would create a hardship for their customers in the present. Home prices would be affected negatively for homeowners due to the high cost of the water.
6. The base charge for everyone before any water charge is almost 3 times more.
7. The water rate charge goes from \$1.34/1000 gallons to \$4.76/1000 gallons after 5000 gallons. If I multiply 1.34 by 3 1/2 times, I get 4.69. So the 4.76 is more than 3 1/2 times the current one.
8. Aqua's reason last year for the increases was to recover costs. Can't they recover costs over a longer period? And weren't they saying they had to spend over a million dollars last year in their request and only came up showing \$25,000? No matter what they are spending, water costs should be in line with other water companies for the customers.
9. What would our electric bills be if electric companies got these increases in one year? And if gasoline was going for \$2.60 a year ago and we are having a hard time at close to \$4.00 now, what if Aqua controlled gas prices. Would we be paying over \$8.00 a gallon? This is less than the 324% water increase that I figured based on 33,400 gallons in one month, making my bill go from \$64.25 to \$208.57 in one month.

Water bills based on **current rates** since April 15, 2008 and using **proposed rates** from Aqua on **4/11/07** and **6/25/08** applications. These are based on lowest gallons used per day 12/17/07-1/14/08 (28 days) which came to 6,900 gallons for the month and highest used per day 5/12/08-6/10/08 (29 days) which came to 33,400 gallons for the month.

Gallon rates are rates per thousand gallons.

6,900 gallons	Current	Cancelled 4/11/2007 Proposed		Newest 6/25/2008 Proposed		
		Base Charge Based on 1" Meter	19.49	53.45	54.81	
5000 @ 0-5000 gallons	6.70	1.34/1000	11.35	2.27/1000	19.00	3.80/1000
1000 @ 5000-6000 gallons rate	1.34	1.34/1000	2.27	2.27/1000	4.76	4.76/1000
900 gallons @ <6000 gallons rate	1.21	1.34/1000	2.56	2.84/1000	4.28	4.76/1000
Total	<u>28.74</u>	<u>69.63</u>	<u>82.85</u>			

This is equivalent to our actual rate now multiplied by 288% or almost 3 months of what we pay now in a month if newest proposal is accepted.

This is also 19% more a month than what the company proposed last year that was objected to by the customers.

Last Year	69.63
19% more	<u>13.22</u>
This Year	<u>82.85</u>

33,400 gallons

Base Charge Based on 1" Meter	19.49		53.45		54.81	
5000 @ 0-5000 gallons	6.70	1.34/1000	11.35	2.27/1000	19.00	3.80/1000
1000 @ 5000-6000 gallons rate	1.34	1.34/1000	2.27	2.27/1000	4.76	4.76/1000
27,400 gallons @ <6000 gallons rate	36.72	1.34/1000	77.82	2.84/1000	130.00	4.76/1000
	<u>64.25</u>		<u>144.89</u>		<u>208.57</u>	

This is equivalent to our actual rate now multiplied by 324%.

So we could water for over 3 months at our current rate for what Aqua wants to charge for 1 month if the proposal is accepted.

Notice this is 44% more a month than last year's proposal that was objected to by the customers.

Last Year	144.89
44% More	<u>63.68</u>
This Year	<u>208.57</u>

As an exercise for comparison, I took a bill from a Leesburg water customer and calculated it based on our newest proposed rates.

This was based on approximately 44,250 gallons. The bill from Leesburg for the water only was \$85.66

Based on the rates that Aqua wishes to charge us, the bill would run that customer \$260.07. This is 3 times more than their current \$85.66.

Our bill for 44,250 gallons currently from Aqua would run 78.75, so Leesburg is about 8.7% higher.

So if we had Leesburg, our 33,400 gallons would cost us approximately \$69.89. This shows that our current rates are comparable to what is being charged by companies in the area.

This is a far cry from the newest proposed rates from Aqua which would cost us \$208.57.

Page 1 PLEASE RETURN THIS PORTION OF THE BILL WITH PAYMENT.
RETAIN BOTTOM PORTION FOR YOUR RECORDS.



LEESBURG
The Lakefront City
Make a habit of paying for
City of Leesburg
111 S. Box #9126
Leesburg, FL 34749-1266

www.leesburgflorida.gov

SERVICE ADDRESS			
ACCOUNT NUMBER	CYCLE	BILL DATE	DUE DATE
690645-677790	05-92	6/24/08	7/15/08
Total Current Amount			462.46
Balance Forward			.00
Total Amount Due			462.46

LEESBURG FL 34748-9564

0069064500677790000462466

THE DUE DATE OF THIS STATEMENT DOES NOT APPLY TO THE BALANCE FORWARD

SERVICE ADDRESS			
ACCOUNT NUMBER	CYCLE	BILL DATE	DUE DATE
690645-677790	05-92	6/24/08	7/15/08

Last Bill Amount 460.51
Payments 460.51-
Adjustments .00
Balance Forward .00

Rate Class : RESIDENTIAL
Last payment amount/date: 460.51 6/06/08

Service	Period	Days	Meter Number	Mult Units	Current	Previous	Usage
EL	5/19/08	6/18/08	30	EL20026821	1.000 KWH	82990	80934 2056
WA	5/19/08	6/18/08	30	WA204348	1.000 HCFT	1845	1786 59

Service	Consumption	Charge	Total
EL Customer Charge		10.21	
EL Base Sales	2,056.00	154.10	
EL Res Bulk Power Cost	2,056.00	109.48	273.79

WA Customer Charge	Consumption	Charge	Total
WA Base Sales 0-6	6.00 = 4500	3.72	
WA Base Sales 7-12	6.00 = 4500	4.21	
WA Base Sales 13-21	9.00 = 6750	8.59	
WA Base Sales 22-45	24.00 = 18000	30.24	
WA Base Sales above 45	14.00 = 10500	31.50	
Water usage of 59 hundred cubic feet equals	44.13 thousand gallons.	44.13	85.66

RG Residential Roll-Out 44250 19.13 19.13

PA Customer Charge 20.10
PA Base Sales 21.00 21.88 41.98

SW Res Stormwater 9.18 9.18

Gross Receipts Tax 7.02
Public Services Tax 25.70

Total Current Amount 462.46
Balance Forward .00
Total Amount Due 462.46

est 100 cub ft = 750 gal 748 mtr gal
his bill based on our proposal:

54.81
19.00 0-5000
23.80 5000-10000
4.76 x 34.13 = 162.46 710000
34130 260.07

his bill based on our actual now

44,130 x .00134 gal = 59.13

19.49
19.49
78.62 7.01
85.66 - 19.49 = 66.17
78.62

THE RECOMMENDED A/C SETTING IS 78 DEGREES AND REMEMBER TO CHANGE YOUR A/C FILTER ONCE A MONTH. ON-LINE RESIDENTIAL HOME ENERGY CHECKS ARE OFFERED AT WWW.LEESBURGFLORIDA.GOV

TO AVOID A 6% PENALTY, PLEASE PAY THIS BILL ON OR BEFORE DUE DATE. SEE REVERSE SIDE FOR ADDITIONAL INFORMATION
PIN 0001451249

his
99 more
change
Now
NOT their
amount

Orange County Library System
 101 E. Central Boulevard
 Orlando, FL 32801
 Phone: 407.835.7323

6/25/08

In addition, customer service representatives from Aqua Utilities Florida, Inc. will be available one hour before and after the Commission's service hearing to assist any customer with their concerns.

AUF is proposing a uniform water rate that will result in a monthly water bill of \$40.92 (based on 5,000 gallons of usage per month) for all water customers. (See Column E on the table below)

*Misleading
 Some
 neighbors
 thought this
 was bill.*

AUF has proposed interim rates listed in column D - "Proposed Limited Interim Rates" which, if approved by the Commission, would go into effect subject to refund with interest until the FPSC rules on a final rate increase and final rates are implemented. While AUF calculates that it would be allowed to collect the interim rates listed in column C - "Proposed Unlimited Interim Rates", under AUF's proposal, for some systems it will defer recovery of the full rate so that its customers do not experience higher rate increases.

Silver Lake Estates / Western Shores - Water

A	B	C	D	E
Residential & Commercial	Rates Prior to Filing	Proposed Unlimited Interim Rates	Proposed Limited Interim Rates	Proposed Final Uniform Rates
5/8" X 3/4"	\$7.64	\$11.45	\$11.45	\$21.92
3/4"	\$11.48	\$17.21	\$17.21	\$32.89
1"	\$19.12	\$28.66	\$28.66	\$54.81
1-1/2"	\$38.24	\$57.32	\$57.32	\$109.62
2"	\$61.18	\$91.70	\$91.70	\$175.39
3"	\$122.36	\$183.40	\$183.40	\$350.79
4"	\$191.19	\$286.57	\$286.57	\$548.10
6"	\$382.36	\$573.11	\$573.11	\$1,096.21
8"	\$611.78	\$916.99	\$916.99	\$1,753.93
10"	\$879.44	\$1,318.18	\$1,318.18	\$2,521.28
Gallage - Residential				
Block 1, 0-5,000	\$1.31	\$1.96	\$1.96	\$3.80
Block 2, 5,000-10,000	\$1.31	\$1.96	\$1.96	\$4.76
Block 3, >10,000	\$1.31	\$1.96	\$1.96	\$4.76
Gallage - Commercial	\$1.31	\$1.96	\$1.96	\$3.80

now 19.49

now 1.34

21.92

X 5 = 19.00

Water Bill at 5,000 gal. \$14.19 \$21.27 \$21.27 \$40.92

40.92

Based upon the revenue requirement and rate structure approved by the Commission, the final rates for each individual system may be higher or lower than the utility's proposed rates above.

EMERGENCY CANCELLATION OF HEARINGS

If settlement of the case or a named storm or other disaster requires cancellation(s) of the hearing(s), Commission staff will attempt to give timely direct notice to the parties. Notice of cancellation(s) of the hearing(s) will also be provided on the Commission's website (<http://www.psc.state.fl.us/>) under the Hot Topics link found on the home page. Cancellation(s) can also be confirmed by calling the Office of the General Counsel at 850-413-6199.

How many customers do you have.

Excessive Burden

Private - Don't have to buy.

BEFORE THE PUBLIC SERVICE COMMISSION
INITIAL CUSTOMER NOTICE AND NOTICE OF INTERIM RATE INCREASE

TO THE CUSTOMERS OF AQUA UTILITIES FLORIDA, INC. AND ALL OTHER INTERESTED PERSONS
DOCKET NO. 060368-WS

APPLICATION FOR INCREASE IN WATER RATES IN LAKE COUNTY, FLORIDA
BY AQUA UTILITIES FLORIDA, INC.

Date Issued: April 11, 2007

1. Notice is hereby given, pursuant to Rule 25-22.0407, Florida Administrative Code, that Aqua Utilities Florida, Inc. (Utility) has filed a petition for a rate increase with the Florida Public Service Commission. The last water base rate increase occurred in October 1996, and this is the Utility's first rate request since acquiring this system in July 2004. Since then, the Utility will have invested approximately \$580,000 in your community's infrastructure through 2007 to improve the quality and reliability of water service. The upgrades include installing treatment equipment and making structural improvements to the water treatment plant, as well as replacing undersized and deteriorated water main to improve water quality and fire protection. A rate increase is necessary for the Utility to be given an opportunity to recover those additional expenses.

RECOVER - THEN WHAT? - WHY WE WOULD NEED TO PAY 30% MORE FOR A FEW MONTHS THEN

2. Copies of the petition, minimum filing requirements, and rate case synopsis are available for inspection during normal office hours at the Utility's office and the Lake County Library as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday
Phone: 352.435.4027

Lake County Library
312 W. Main Street
Tavares, Florida 32778
Phone: 352.253.6180

3.5%
580,000 x 3.5% = 20,300
1,100,000 x 3.5% = 38,500
1,700,000 x 3.5% = 59,500
2,300,000 x 3.5% = 80,500

180% MORE FOR YEARS
TILL NEXT INCREASE.

3. The initial tentative schedule established for the case, including dates, times and locations of hearings, is as follows:

Service hearings - June 27, 2007 at 10:00 a.m. and 6:00 p.m., at the Mount Dora Community Center Auditorium, 520 Baker Street, Mount Dora, Florida 32756.
Final hearings - October 24-26, 2007 and October 29-30, 2007, at the Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870.

NO ONE FORCED YOU TO BUY BUSINESS.
RECOVER your \$500,000 WITH A MODERATE INCREASE

4. Listed below are the Utility's present and interim rates and proposed final water rates, based on monthly billing. At the March 27, 2007 Agenda Conference, the Public Service Commission approved the interim rates reflected in rates schedule below. The approved interim rates are effective on April 12, 2007.

SILVER LAKE/WESTERN SHORES MONTHLY WATER RATES			
Meter Size	Present Rates	Interim Rates	Proposed Final Rates
5/8 X 3/4 inch	\$ 7.64	\$ 10.09	\$ 21.38
3/4 inch	\$ 11.48	\$ 15.15	\$ 32.07
1 inch	\$ 19.12	\$ 25.24	\$ 53.45
1 1/2 inch	\$ 38.24	\$ 50.49	\$ 106.89
2 inch	\$ 61.18	\$ 80.78	\$ 171.02
3 inch	\$ 122.36	\$ 161.56	\$ 342.05
4 inch	\$ 191.19	\$ 252.45	\$ 534.45
6 inch	\$ 382.36	\$ 504.87	\$ 1,068.90
8 inch	\$ 611.78	\$ 807.79	\$ 1,710.24
10 inch	\$ 879.44	\$ 1,161.21	\$ 2,458.47
	Present Rates	Interim Rates	Proposed Final Rates
Total consumption	\$ 1.31	\$ 1.72	
< 6,001 (Residential)			\$ 2.27
6,001-10,000 (Residential)			\$ 2.84

160,000
1.5%
2,400

65.23
65.23
130.46
20 130
65 200.00
145
50

180%
X CALCULATE WITH BILL IS NOW AVERAGE + WHAT IT WOULD BE WITH NEW RATES

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 08D121-w EXHIBIT 24

COMPANY Information From neighbors

WITNESS Kathy Bowden

DATE 07/16/08

**Before the Florida Public Service Commission
Notice of Commission Customer Service Hearings**

Docket No. 080121-WS

**Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands,
Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and
Washington counties, Florida by Aqua Utilities Florida, Inc. (Utility)**

Date Issued: June 25, 2008

Notice is hereby given that the Florida Public Service Commission will hold customer service hearings in the above-referenced docket to consider the Utility's application for an increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia and Washington counties, Florida. The purpose of the customer service hearings is to allow customers the opportunity to comment on the Utility's proposed final rates or service. **CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING TIME BECAUSE THE SERVICE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY.** The nearest customer service hearing to you will be conducted at the following times and places, and will continue until all witnesses have been heard:

Date and Time: July 16, 2008 at 6:00 p.m.
Place: Mount Dora Community Center
520 Baker Street
Mount Dora, FL

August 22, 2008 at 4:00 p.m.
West Pasco County Government Center
County Commission Board Room
7530 Little Road
New Port Richey, FL

PURPOSE AND PROCEDURE

At the hearing, customers will be given an opportunity to present testimony and other evidence concerning the Utility's proposed rates, quality of service, and any and all issues in the case relating to the proposed changes in rates and charges. **AGAIN, CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING TIME BECAUSE THE SERVICE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY.** All witnesses shall be subject to cross-examination at the conclusion of their testimony.

On May 22, 2008, the Utility filed its petition for a rate increase with the Commission. Currently, the Commission is reviewing the application to determine if the minimum filing requirements have been met. Thus an official date of filing has not been established. Once the official date of filing is established, an Initial Customer Notice will be sent pursuant to Rule 25-22.0407, Florida Administrative Code, outlining the Utility's request.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Commission's Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).

Copies of the petition and minimum filing requirements are available for inspection during normal office hours at the Utility's office, the Lake, Orange, and Sumter County Libraries as follows:

Aqua Utilities Florida, Inc.
1100 Thomas Avenue
Leesburg, Florida 34748
Business Hours: 8:00 a.m. - 5:00 p.m. Monday-Friday
Phone: 352.435.4027

Lake County Library
312 W. Main Street
Tavares, FL 32778
Phone: 352.253.6180

Orange County Library System
 101 E. Central Boulevard
 Orlando, FL 32801
 Phone: 407.835.7323

Clark Maxwell Library
 1405 CR 526-A
 Sumterville, FL 33585
 Phone: 352.568.3074

In addition, customer service representatives from Aqua Utilities Florida, Inc. will be available one hour before and after the Commission's service hearing to assist any customer with their concerns.

AUF is proposing a uniform water rate that will result in a monthly water bill of \$40.92 (based on 5,000 gallons of usage per month) for all water customers. (See Column E on the table below) For the wastewater systems, AUF is proposing uniform wastewater rates which result in a monthly bill of \$88.91 based on 5,000 gallons of usage per month. (See Column E on the table below)

AUF has proposed interim rates listed in column D - "Proposed Limited Interim Rates" which, if approved by the Commission, would go into effect subject to refund with interest until the FPSC rules on a final rate increase and final rates are implemented. While AUF calculates that it would be allowed to collect the interim rates listed in column C - "Proposed Unlimited Interim Rates", under AUF's proposal, for some systems it will defer recovery of the full rate so that its customers do not experience higher rate increases.

The Woods - Water

A	B	C	D	E
Residential & Commercial	Rates Prior to Filing	Proposed Unlimited Interim Rates	Proposed Limited Interim Rates	Proposed Final Uniform Rates
5/8" X 3/4"	\$16.40	\$45.92	\$21.07	\$21.92
3/4"	\$24.62	\$68.93	\$31.63	\$32.89
1"	\$41.02	\$114.85	\$52.70	\$54.81
1-1/2"	\$82.03	\$229.67	\$105.39	\$109.62
2"	\$131.24	\$367.46	\$168.61	\$175.39
3"	\$262.47	\$734.89	\$337.21	\$350.79
4"	\$410.10	\$1,148.23	\$526.89	\$548.10
6"	\$820.25	\$2,296.61	\$1,053.83	\$1,096.21
8"	\$1,312.36	\$3,674.46	\$1,686.08	\$1,753.93
10"				\$2,521.28
Gallonge - Residential				
Block 1, 0-5,000	\$3.09	\$8.65	\$3.97	\$3.80
Block 2, 5,000-10,000	\$3.09	\$8.65	\$3.97	\$4.76
Block 3, >10,000	\$3.09	\$8.65	\$3.97	\$4.76
Gallonge - Commercial				
	\$3.09	\$8.65	\$3.97	\$3.80
Water Bill at 5,000 gal.	\$31.85	\$89.18	\$40.92	\$40.92

The Woods - Wastewater

A	B	C	D	E
	Rates Prior to Filing	Proposed Unlimited Interim Rates	Proposed Limited Interim Rates	Proposed Final Uniform Rates
Residential				
All meter sizes	\$15.74	\$49.49	\$38.62	\$45.26
Gallage cap (gallons)	6,000	6,000	6,000	6,000
Gallage Charge per 1,000 gallons	\$4.10	\$12.89	\$10.06	\$8.73
Commercial				
5/8" X 3/4"				\$45.26
3/4"				\$67.89
1"				\$113.14
1-1/2"				\$226.29
2"				\$362.06
3"				\$724.12
4"				\$1,131.44
6"				\$2,262.89
8"				\$3,620.62
10"				\$5,204.65
Gallage charge				\$10.48
Wastewater bill at 5,000 gallons	\$36.24	\$113.95	\$88.91	\$88.91

Based upon the revenue requirement and rate structure approved by the Commission, the final rates for each individual system may be higher or lower than the utility's proposed rates above.

EMERGENCY CANCELLATION OF HEARINGS

If settlement of the case or a named storm or other disaster requires cancellation(s) of the hearing(s), Commission staff will attempt to give timely direct notice to the parties. Notice of cancellation(s) of the hearing(s) will also be provided on the Commission's website (<http://www.psc.state.fl.us/>) under the Hot Topics link found on the home page. Cancellation(s) can also be confirmed by calling the Office of the General Counsel at 850-413-6199.

JURISDICTION

The Commission is vested with jurisdiction over the subject matter of this proceeding by the provisions of Chapter 367, Florida Statutes. Sections 367.081, 367.0816, 367.101, and 367.171, Florida Statutes, and any other relevant sections of Chapter 367, Florida Statutes, are applicable to this proceeding, as well as Chapter 120, Florida Statutes, and Rules 25-9, 25-22, 25-30, and 28-106, Florida Administrative Code.

AQUA.

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

Exhibit 27
D. No. 080121-205

PRE-SORTED
FIRST CLASS
U.S. POSTAGE
PAID
AQUA UTILITIES
FLORIDA, INC.

19399

GIGI IMAN
PO B 2373
BUSHNELL, FL 33513

33513+0120 B022



Gigi Iman 11448 CR 675 W Webster FL

Lori Seay 3345 CR 679 W. Webster, FL

Chantel Singleton " " " "

Maria Phelps "498-CR 676 Webster FL 33597

Beth Cole (Carol) 11489-CR 678 Webster, FL 33597

My name is Gigi Iman I live at 11448 CR 675 W Webster FL
and lived there since "2000" I am almost @
the point where I believe I may need to think about selling
and I know that's not really what I want to do, but now we
are @ this point again with the water increase I believe it
is very extreme raising of the prices. I do see and
know that every business needs to make a profit, but so
drastic. Since the time last year, when I was here for the
same thing, Aqua utilities has put in a new water meter
for me, because of the usage problem, when I had no
house on my property the usage was unbelievable.
Aqua utilities was not allowed to raise rates last year
and we were told we would get credit back for the
payments we had made, with interest I am not sure
if everyone did. I myself am not sure, what amount I
had paid, before they were not allowed to change rates
on the rate - did not receive credit back for much credit