

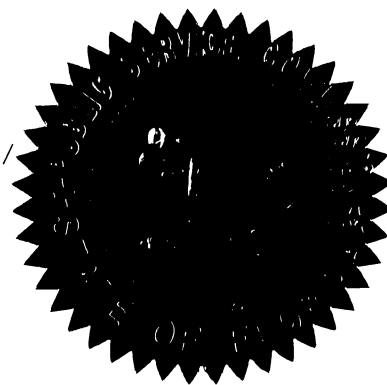
BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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.

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PROCEEDINGS: NEW PORT RICHEY SERVICE HEARING

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

DATE: Friday, September 26, 2008

TIME: Commenced at 4:00 p.m.  
Concluded at 8:50 p.m.

PLACE: West Pasco County Government Center  
County Commission Board Room  
7530 Little Road  
New Port Richey, Florida

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

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## PARTICIPATING:

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Post Office Drawer 810, Tallahassee, Florida 32302-0810, and  
JACK LIHVARIK, representing Aqua Utilities Florida, Inc.

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.

ERIK SAYLER, 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

1		
2	PRESENTATIONS BY:	PAGE NO.
3	JACK LIHVARIK	12
4	STEVE REILLY	18
5	SENATOR MIKE FASANO	26
6	REPRESENTATIVE JOHN LEGG	31
7		
8	WITNESSES	
9		
10	NAME:	PAGE NO.
11	JIM ABBOTT	34
12	JOSEPH CABANA	36
13	GENE RIGOTTI	39
14	FRIEDA KILLIAN	41
15	JOHN BUTLER	42
16	JOHN WALCK	44
17	CLARENCE and GERALBINE FLYNN	48
18	JOAN SMITH	49
19	WANDA RIGOTT	50
20	WALTER DUNN	53
21	CHARLES BURTON	55
22	CALLEEN BAYLIS	57
23		
24		
25		

	WITNESSES CONTINUED:	PAGE NO.
1	NAME:	
2		
3	RICHARD and MARGARET GROTH	58
4	JANICE ELLIS	62
5	JOHN SCHLEICHER	64
6	ROBERT ELLIS	67
7	WILLIAM DAVIS	69
8	JOHN HEALY	72
9	ROY BEYNON	74
10	BILL RENNER	81
11	KRISTLE RODRIGUEZ	83
12	MARILYN DAVIS	86
13	RICHARD G. and SANDY BAXTER	87
14	VALERIE ROGERS	89
15	MARYANN BOLOGNA	96
16	ILENE STEELE	102
17	GUS ALEXAKOS	107
18	KEN HOWE	119
19	BILL and MARIANNE HAYNES	121
20	RICHARD J. VAUGHN	122
21	RUDY and MARGARET BRIEDE	123
22	MARC ROUHANA	125
23		
24		
25		

1	WITNESSES CONTINUED:	
2	NAME:	PAGE NO.
3	JEANIE GIRDER	129
4	ANDY ALIPOUR	132
5	JOYCE DRABENSTOL	134
6	PAT WALTON	136
7	ANDREW YUHAS	140
8	MARIA NORDBY	144
9	MARIE WOOD	147
10	MALA DASI	149
11	NANCY HETHERINGTON	151
12	STACY ZINSMEISTER	153
13	FRANCES PARRINO	156
14	CLEDES SMITH	157
15	KEVIN FERRIS	166
16	R. C. HAMMONDS	167
17	SHARON FERRIS	171
18		
19		
20		
21		
22		
23		
24		
25		

## EXHIBITS

NUMBER:	ID.	ADMTD.
47, 48, 49 and 50	22	22
51 (Aqua) Publications and Notice of Hearing	23	23
52 (Aqua) Affidavits of Mailing	23	23
53 (Cabana) Various Letter and Photograph	38	173
54 (Walck) Letters and Overbill Figures	46	173
55 (Alexakos) Various Information	118	173
56 (Alexakos) (Late-Filed) DVD	118	173
57 (Rouhana) Bill Information	139	173
58 (Yuhas) (Late-filed) Bills	149	
59 (Wood) Petition Against Proposed Rates from the Residents of Jasmine Lakes	149	173
60 (Hetherington) Composite, Letters	153	175
61 (Zinsmeister) Petitions of Palm Terrace Residents	155	173
62 (Smith) Personal Bills		173
63 (Hetherington) (Late-filed) Petition from prior Aqua rate case	176	
64 (Hammonds) Water Sample	176	

## P R O C E E D I N G S

**COMMISSIONER EDGAR:** Good evening. Thank you all. Good afternoon, whichever way you choose to look at it. Thank you all for your patience, and we apologize for being a few minutes late. But as I said, we have traveled from Tallahassee, and we all, I think, got caught in the traffic a little bit. So we are glad to be here, and we are so glad that all of you are here. Thank you for your participation.

Let me begin with a few introductions. My name is Lisa Edgar, and I will be chairing this proceeding this afternoon. With me to my right, my colleagues, Commissioner McMurrian, Commissioner Argenziano, and to my left Commissioner Skop.

We have a few preliminary procedural matters to take care of, and then I'll make some comments, lay out a little bit how we are going to proceed today. We will have a few opening statements, and then we will get into the consumer and customer participation. So just bear with us for a little bit longer.

I'd like to move on and ask our staff to read the notice.

**MR. SAYLER:** By this notice, this time and place has been set for a customer service hearing in Docket Number 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,

1 Sumter, Volusia, and Washington Counties by Aqua Utilities  
2 Florida, Incorporated.

3 **COMMISSIONER EDGAR:** Thank you. And let's move on  
4 and take appearances from the parties in this case. For Aqua?

5 **MS. ROLLINI:** Thank you, Commissioner Edgar.

6 I'm Gigi Rollini with the law firm of Holland and  
7 Knight. I'm appearing today on behalf of Aqua Utilities  
8 Florida, Inc. My address is P. O. Drawer 810, Tallahassee,  
9 Florida 32302. With me today is Mr. Jack Lihvarcik, the  
10 company's vice-president and chief operating officer. At the  
11 appropriate time we are prepared to make a very brief opening  
12 statement, and we also have two exhibits, and at the  
13 appropriate time let me know when you would like me to  
14 introduce those.

15 **COMMISSIONER EDGAR:** Thank you, and we will take that  
16 up here just in a little bit.

17 And, Mr. Reilly.

18 **MR. REILLY:** This is not working, but Steve Reilly  
19 with the Office of Public Counsel, on behalf of the ratepayers.  
20 Our address, 111 West Madison Street, Tallahassee, Florida.

21 **COMMISSIONER EDGAR:** Thank you.

22 And from staff.

23 **MR. SAYLER:** Excuse me. My name is Erik Sayler on  
24 behalf of the PSC staff counsel.

25 **COMMISSIONER EDGAR:** Thank you.

1           Okay. Just a few comments. Again, welcome. As I  
2       said, we are glad to be here. We are here to hear from you,  
3       from the customers, to hear in particular your comments about  
4       service quality in this matter. As I said, we have a few  
5       opening presentations, and then we will move on to that portion  
6       of our proceeding.

7           This is a part of the official record of this  
8       proceeding. It is part of the official record of the hearing  
9       that we will have at a later date in Tallahassee. As such, we  
10      have a court reporter who is with us and will be transcribing  
11      your comments.

12          We also will have a presentation from our staff which  
13      will be a short overview, and we will go over some of the  
14      points of the process of this procedure and what is before us.  
15      We hope that you will find that helpful and informative. And  
16      then we will have some opening statements from the parties.

17          There are sign-up sheets. I hope you saw those  
18      outside in the hallway just before you came into the room. We  
19      will be using those sign-up sheets for Mr. Reilly to call  
20      names. In order, we will take those. So if you have not  
21      signed up to speak today, please take a moment to go out and do  
22      that so that we can go in order. We will go in order of  
23      elected officials and then consumers. That's the way we  
24      generally handle this.

25          Also, outside at those tables there are some sheets

1 that you could use, and we will talk about this later this  
2 afternoon, as well. But if for any reason you would not like  
3 to come up and speak today, although we hope that you will, if  
4 for any reason that you do not want to, please use those  
5 sheets. You can put your name and information on it, write  
6 your comments, and either hand it to one of our staff or mail  
7 it to us. The address is on it. That would be another way  
8 that you could share your comments with us.

9           Again, we will talk about those sheets later in the  
10 proceeding. But that is also another way, if you have  
11 neighbors or family members that were not able to be with us  
12 today, please share those sheets with them. They are also  
13 available on our website, and that is another way that folks  
14 who could not be here with us today can get their comments in  
15 to be a part of the record.

16           I would like to also briefly introduce some of the  
17 others that are up here with us at the front of the room. Our  
18 staff here to this side. We will introduce Mr. Sayler, our  
19 attorney. Mr. Willis, who is with our technical staff and will  
20 help if there are any questions. And Mr. Deason, also with our  
21 technical staff. And, of course, our court reporter, Jane,  
22 here to the right. And you have heard from the parties, and we  
23 have staff, as I mentioned, out in the hallway.

24           If you have specific questions about your bills, or  
25 about the Public Service Commission, or really, truly anything



1 else, please, please, take advantage of the staff that we have  
2 available here today. They are here to help, and they will be  
3 glad to discuss any of these matters with you and can also  
4 follow up. And I'm sure you will hear that, I believe, also  
5 Aqua has some staff that can help with that, and we will let  
6 them address that here in a few moments.

7           Commissioners, before we move on to the presentation,  
8 anything that I have missed or any other brief opening  
9 comments?

10           Commissioner Argenziano.

11           **COMMISSIONER ARGENZIANO:** Just a second. I don't  
12 think this is on. There you go. Can you hear me? I can get  
13 up and yell. I just want to apologize for being late, traffic,  
14 a real problem. And, of course, a little unorthodox, but I  
15 wanted to say hello out loud to my Aunt Marie Lo Presti, who is  
16 sitting in the back. Senator Fasano was one of your  
17 constituents, also. Hi, Aunt Marie.

18           **MS. LO PRESTI:** Welcome.

19           **COMMISSIONER ARGENZIANO:** Thank you. Thank you for  
20 allowing me to do that.

21           **COMMISSIONER EDGAR:** Thank you. We will go off the  
22 record. And, Mr. Willis, you're up.

23           (Off the record.)

24           **COMMISSIONER EDGAR:** We will go back on the record.  
25 I would like to go ahead and do opening statements from the

1 parties, and then after that we will take up the preliminary  
2 exhibits. And then we will go on to the customer portion. So  
3 if you would, we are ready to hear from Aqua.

4 **MS. ROLLINI:** Commissioners, Mr. Jack Lihvarcik will  
5 be providing the customers and the Commission with a brief  
6 statement regarding the company's filing for rate relief in  
7 this proceeding.

8 **MR. LIHVARCIK:** Excuse my back.

9 Good evening, everybody. I would like to apologize,  
10 also. We were supposed to have a customer service person here  
11 tonight at 4:00 o'clock when everybody showed up. Again, she  
12 got stuck in traffic, but she will be here tonight.

13 (Pause. Moves podium.)

14 Thank you.

15 **UNIDENTIFIED SPEAKER:** You're welcome.

16 **MR. LIHVARCIK:** I didn't know that was that simple.

17 But she got stuck in traffic. Sue Guilday  
18 (phonetic), who is our director of quality assurance, is here  
19 tonight. Anybody that has any billing questions, billing  
20 problems, or just any maintenance on your water account or  
21 sewer accounts, Sue will take care of those today.

22 **UNIDENTIFIED SPEAKER:** I can't hear you.

23 **MR. LIHVARCIK:** Pardon me?

24 **UNIDENTIFIED SPEAKER:** I can't hear you.

25 **MR. LIHVARCIK:** Okay. Sue Guilday is here. She is

1 our director of quality assurance from our customer service  
2 department. She is here to take care of any billing questions  
3 you might have, billing problems with your water or sewer  
4 accounts, or just any maintenance on your account, whether it  
5 might be the name, address, or anything else, she will handle  
6 that today. She is live on our customer service accounting  
7 system, so that will be -- that update will take place  
8 immediately. If there is any issues with services that you are  
9 having out in front of your house or out in the street, she  
10 will generate a service work order, and our crews will be out  
11 there the following week to look into it and correct any  
12 problems that you might be having.

13 Secondly, out front we have a demonstration of the  
14 new meters and the radio frequency devices that we are  
15 currently, or will be installing in your homes. Our company  
16 expert can walk you through how they work, answer any questions  
17 you may have. And by the end of the year we will have replaced  
18 all of our meters across all of our systems in Florida.

19 As you might imagine, the effort between the  
20 contractor that installs the meter, our local operations  
21 people, and our office personnel who input that into the  
22 computer, we can expect some mistakes can be made. When you  
23 are dealing with 14,500 meters, having to take brand-new serial  
24 numbers and numbers that go along with the radio frequency  
25 devices, transposing some of the numbers can take place.

1           What we have implemented when we found out early on  
2 we were having these issues is a way to reconcile all the meter  
3 exchanges with the updated account information and the  
4 information that is provided to us from the contractor. This  
5 is another level of oversight to assure your account  
6 information is correct and you will receive an accurate bill.

7           What I would like to do is begin by giving you some  
8 important background about the company. Aqua is over 100  
9 years old and has been a water utility for the entire period of  
10 time. In 2003 and 2004, Aqua entered Florida with the purchase  
11 of two companies, Aqua Source and some of the systems owned by  
12 Florida Water Services. Because the electric companies that  
13 owned these two companies were quickly exiting the water  
14 market, we were able to purchase both of these companies for  
15 less than rate base. That's to say we did not pay a premium  
16 for either company.

17           Despite the fact we did not pay a premium for these  
18 companies, they had been poorly capitalized. In many instances  
19 they were decaying to a point that we had to make serious  
20 decisions about what to spend our capital on first. We focused  
21 first on meeting environmental compliance and water quality  
22 standards. It was only then that we could shift our spending  
23 to operational upgrades like the new meters.

24           I would like to give you some information on what  
25 Aqua Utilities Florida is doing in your community. In Jasmine

1 Lakes there have been some concerns raised related to the  
2 operation of the percolation ponds. I want you to know that we  
3 are proactively addressing this issue. We have been in  
4 discussions with DEP to address these concerns and have already  
5 begun to dredge the three percolation ponds at Jasmine Lakes.  
6 This project started September 22nd and is scheduled to be  
7 completed on December 16th.

8 Also in Jasmine Lakes, from April to June of this  
9 year we experienced four service interruptions which required  
10 us to issue boil water notices. These interruptions were the  
11 result of someone driving over the valve located in a  
12 resident's front yard, tree roots crushing a pipe, and with the  
13 lack of rainfall over the last year the ground being  
14 excessively dry, the recent rains caused the ground to shift,  
15 causing additional water main breaks. Our records indicate  
16 from the time we received the call from the customer, our field  
17 personnel were dispatched and the water restored between two to  
18 four hours, depending upon the severity of the main break.

19 In addition, in Palm Terrace, we installed automatic  
20 line flushers which automatically open to flush dead-end lines  
21 so we can maintain water quality.

22 In the C. L. Smith section of our service area, the  
23 water meters were located in the rear yards of the properties,  
24 and the residents did not like the meter readers entering their  
25 property. We listened to their issues, and in 2007 installed

1 new water meters with RF devices, so we could read the meters  
2 remotely.

3 Now we have spent considerable capital dollars in  
4 your area. In Jasmine Lakes, the sewer lines were inspected  
5 and repaired to reduce the amount of groundwater entering the  
6 system, improvements to the wastewater treatment plant with  
7 valves and piping systems so we could rotate the percolation  
8 ponds. Again, this is to comply with DEP regulations. New  
9 headworks were installed to improve the efficiency at the  
10 wastewater treatment plant. The addition of two new wells and  
11 the automation of the treatment facility was installed so  
12 operators can monitor the system remotely, which improved  
13 operations, and the installation of automatic flushers to  
14 improve water quality.

15 At Palm Terrace we interconnected the C. L. Smith  
16 system with our main distribution system to improve water  
17 quality and service. At the wastewater system, the percolation  
18 ponds were rehabilitated along with the spray field to improve  
19 efficiencies of the system.

20 Additionally, as I mentioned, we will spend capital  
21 over the next couple of months to replace all the meters and  
22 install radio frequency meters throughout your area to ensure  
23 precise and routine meter readings that produce accurate bills.  
24 We also approved customer service by adding a new and more  
25 aggressive training unit, and earlier this year we added ten

1 additional people to call centers to improve our wait time and  
2 customer service.

3           However, despite the capital we spent here in Pasco  
4 County and across the state, we continue to operate using rates  
5 that were established approximately 12 to 15 years ago, with  
6 the exception of some small indexing allowances in that period.  
7 We don't have to be financial experts to understand the growth  
8 of operating expenses such as chemicals, power, and gasoline  
9 that have climbed significantly in the last year, let alone the  
10 last decade.

11           Now, let me address some of these rate cases  
12 directly. As the Commission staff indicated, we are requesting  
13 that all our customers pay the same rate for water service  
14 across the state of Florida. The concept is that all customers  
15 over time will need new meters, new mains, and deserve to  
16 receive the same level of service no matter what size their  
17 system. This is the concept used by the electric companies  
18 forever. You don't expect to pay less for your electric just  
19 because you live within a mile of the nuclear generating plant  
20 compared to the person who lives 100 miles away from the plant.

21           One of the things our customers told us last year is  
22 that they did not know us very well. So this year we designed  
23 a program called Aqua Connects that provides our customers with  
24 an open forum to discuss anything that is on their mind  
25 regarding their water and wastewater service. We held one of

1 these meetings in your area in May. If you did not have a  
2 chance to attend, we hope you will join us in the future as the  
3 series of these meetings will be ongoing in your area each  
4 year. Now, what we plan on doing is last year we took a global  
5 approach, this year the plan is that we will identify specific  
6 communities, and we will hold these meetings in the specific  
7 community center so we can get closer to the customers in those  
8 areas.

9 Also, a year ago customers expressed concerns about  
10 estimated bills and varying days of service. Much of this  
11 variation was caused by the failure of our meter readers to  
12 read meters every 30 days. We believe we have corrected that  
13 problem over the last year, and since the installation of our  
14 new meters and radio frequency devices, our estimated bills  
15 have dropped just to over one percent a month, and we believe  
16 we can do even better than that.

17 I realize that no customer likes to see their rates  
18 increase, especially when the rates have been particularly low  
19 for many years, and I hope some of my explanations have shed  
20 some light on why the increase is proposed.

21 Thank you, and I appreciate your attention. Good  
22 night.

23 **COMMISSIONER EDGAR:** Thank you.

24 Mr. Reilly.

25 **MR. REILLY:** Good afternoon. My name is Steve



1 Reilly. I am an attorney with the Office of Public Counsel.  
2 Also here this afternoon, Earl Poucher, who is working on this  
3 case, an analyst with our office. Our office, the Office of  
4 Public Counsel, is funded by the Florida Legislature to provide  
5 free legal representation for the citizens of the state of  
6 Florida in cases before the Florida Public Service Commission.  
7 We are your advocates at the Commission. We would like to  
8 assure that we are very engaged in this case. We have already  
9 propounded a significant number of interrogatories and PODs to  
10 analyze the case.

11 We have hired three different consulting firms to  
12 help us analyze the case. We have brought in Tetra Tech, a  
13 very large and capable engineering firm to look at all the  
14 engineering issues. Andrew Woodcock with that firm is heading  
15 the effort. He has already conducted inspections of all the  
16 water and wastewater plants that is providing service by this  
17 company for the entire state in this particular proceeding.  
18 He's also, in his inspections, determining the existence of the  
19 water and wastewater plants, the reasonableness of those costs.  
20 He is doing what is called a used and useful analysis. He is  
21 analyzing what portions of those plants are used and useful in  
22 providing service to current customers. And it's this portion  
23 of the plant that really is allowed to be recovered in rates  
24 paid by ratepayers' current rates.

25 Also, he's looking into the status of pro forma

1 plant. This plant is still under construction, but the company  
2 is proposing be included in the rates, and we are trying to  
3 find out and we will determine the existence of those pro forma  
4 plants and the reasonableness of those costs. And he will be  
5 providing -- in fact, each of these witnesses, experts with  
6 these three companies will provide formal testimony at a formal  
7 evidentiary hearing which will occur in Tallahassee.

8           We have also hired Arcadian Consulting Group  
9 (phonetic). The lead accountant in that firm, Kimberly  
10 Dismukes, we think is just about the best, most qualified and  
11 experienced regulatory accountant in America. She has been  
12 looking at these cases all over the United States for about  
13 three decades. So she is very involved in the case. She is  
14 looking at all the accounting issues, operation and maintenance  
15 expenses, chemical expenses, purchased power. We believe there  
16 is excessive salary increase requests, and probably one of the  
17 bigger issues is allocation from the parent company and  
18 wholly-owned subsidiaries.

19           As was reported earlier by the company, Aqua is the  
20 largest publicly traded company providing water and wastewater  
21 service in America, and they have a business plan that  
22 basically calls for all of their operating subsidiaries to  
23 receive services from their wholly-owned subsidiaries. So we  
24 are really scrutinizing all of these allocations that are being  
25 passed down to all of these operating systems and determining

1 the reasonableness of those allocations.

2 We also have a third expert that is really looking at  
3 the entire cost of capital and return on equity. This is an  
4 expert who is really trying to determine what is a fair profit  
5 level for this company, particularly in light of current  
6 economic conditions. We think that the company has asked for a  
7 return on equity which is too high, and we believe that the  
8 capital structure that they have is really not fair to  
9 ratepayers. So he is a cost of capital and return on equity  
10 expert who will also be filing, you know, testimony at the  
11 formal evidentiary hearing.

12 This is a company that came in about a year ago, you  
13 know, requesting what was probably around a \$7.3 million  
14 across-the-state rate increase. We engaged in the same process  
15 of discovery and analysis. We went on through the spring and  
16 the summer, and about this time last year we determined that  
17 the company's filing was deficient in many respects and filed a  
18 motion to dismiss. Before that motion was actually ruled on,  
19 the company did elect to withdraw the case. They have refiled,  
20 as you can see, and that refileing now has resulted in about an  
21 \$8.4 million rate increase. And that's what we are facing in  
22 this case, and we are bringing in these experts to look at all  
23 these same issues and try and provide testimony to the  
24 Commission that they can consider to really evaluate the  
25 fairness and the reasonableness of that request.

1           What is a critical part of this whole process, of  
2     course, is this meeting tonight, to hear from you, to hear from  
3     your concerns about quality of service issues, billing issues,  
4     really, frankly, any comments that you have that the Commission  
5     would love to hear, and I know Office of Public Counsel would  
6     like to hear before they have to make their important decision  
7     about what is a fair and reasonable rate.

8           So we really thank you so much for being here this  
9     afternoon and this evening. I guess we will be going into the  
10    night. And I assure you I will be staying here after all of  
11    the testimony to meet you and talk to you and to get any other  
12    suggestions you might have for our office to better represent  
13    you.

14           Thank you for allowing us to be of service to you,  
15    and I very much look forward to your comments.

16           **COMMISSIONER EDGAR:** Thank you, Mr. Reilly.

17           Very briefly, I'm just going to take up a couple of  
18    evidentiary matters.

19           Mr. Sayler, my understanding is that we need to go  
20    ahead and move into the record Exhibits 47, 48, 49, and 50 from  
21    the August Green Acres Service Hearing. Is there any  
22    objection? Seeing none, so moved.

23           **MR. SAYLER:** So moved.

24           (Exhibit Numbers 46 through 50 admitted into the  
25    record.)

1           **COMMISSIONER EDGAR:** Then my understanding is that  
2 leaves us with the first exhibit to begin with for tonight's  
3 proceeding will be Exhibit 51. And, Aqua, I believe you have  
4 some exhibits to go ahead and enter.

5           **MS. ROLLINI:** We do. We have got the proof of  
6 publication of notice of customer service hearing for this  
7 hearing to show that the utility has published notice of this  
8 hearing in the newspapers of general circulation in Sumter  
9 County and Pasco County, Florida, to notify the public of this  
10 customer service hearing.

11           **COMMISSIONER EDGAR:** So we will mark that as Exhibit  
12 51. And, without objection, that will be moved into the  
13 record.

14                   (Exhibit Number 51 marked for identification and  
15 admitted into the record.)

16           **MS. ROLLINI:** And we also have what should be Exhibit  
17 52, which is Aqua's affidavit of mailing notices of all of the  
18 customer service hearings to date.

19           **COMMISSIONER EDGAR:** Thank you.

20                   So marked as Exhibit 52. And without objection, that  
21 will be moved into the record, as well.

22                   (Exhibit Number 52 marked for identification and  
23 admitted into the record.)

24           **COMMISSIONER EDGAR:** And to counsel, any exhibits  
25 that we do receive from customers today, let's go ahead and

1 take those up at the end to see where we are and if we are  
2 going to put those into the record.

3       Okay. I think that dispenses with all of our  
4 preliminary matters. So, again, just a few comments to  
5 reiterate a few of the points I made earlier. Today's  
6 proceedings are a part of the official record. We will swear  
7 you in as a group here in just a moment. There will be the  
8 opportunity for Commissioners or for the parties to ask  
9 questions. So after you have shared your comments with us,  
10 please give us a moment before you rush back to your seat so we  
11 can see if there are any questions or any follow up.

12       When we come to that point here in just a moment, Mr.  
13 Reilly will be calling names in order of the sign-up sheet.  
14 When your name is called, we ask that you come forward. Tell  
15 us your name, please spell it for us if it is at all unusual.  
16 That will be very helpful to us, and it will also be helpful to  
17 the court reporter.

18       We also ask that you share with us your address.  
19 That will help our staff and us so that if there are any  
20 matters that would be good for us to follow up on we can do  
21 that.

22       And, also, tell us if you know which system for Aqua  
23 you receive your service from. My understanding is that the  
24 systems closest to this area are Jasmine Lakes, Palm Terrace,  
25 and Zephyr Shores. So if you know if you are a part of one of

1 those systems, please tell us that. If you receive your  
2 service from one of the other Aqua systems, please share that  
3 with us, as well. And I think that that covers everything.

4 Mr. Sayler, would you like to say anything?

5 **MR. SAYLER:** No, Commissioner, that's it. I do want  
6 to make note that if you are submitting any exhibits in the  
7 record, such as bills or anything else, we don't have the  
8 opportunity to photocopy and get those back to you tonight.  
9 But if you will give them to us -- or give them to me after you  
10 present them, then as long as we have your address, we will  
11 make a copy at the Commission and mail those back to you. And  
12 then with regards to your actual system that you are a part of,  
13 at the top right-hand corner of your bill, underneath the  
14 account number it will say Jasmine Lakes, or The Woods, or  
15 whatever system you are a part of.

16 Thank you.

17 **COMMISSIONER EDGAR:** Thank you, Mr. Sayler.

18 Okay. Then I would ask all of those who are  
19 intending to speak to us today, and we hope that that is pretty  
20 much all of you, if you will please stand with me as a group  
21 and we will go ahead and swear you in. And raise your right  
22 hand.

23 (Witnesses sworn.)

24 **COMMISSIONER EDGAR:** Senator Fasano, would you please  
25 join us at the front.

1           **SENATOR FASANO:** Commissioners, thank you very much  
2 for allowing me to come and speak to you this evening, and I  
3 will be as brief as possible, because I know there are many  
4 people behind me who are customers in the servicing area for  
5 Aqua.

6           It's interesting, though, it seems like every time I  
7 come before you it is regarding a utility company that starts  
8 with an A. I don't understand.

9           But, anyway, Commissioners, we are here to listen to  
10 the customers tonight, and I appreciate you coming down here  
11 and doing that. Here to listen to customers of Aqua Utilities  
12 tell you what it is like to receive service from a company -- I  
13 urge you to listen closely, and I know each and every one of  
14 you will, to our customers who have been able to attend this  
15 hearing tonight.

16           But I would like to point out, however, that these  
17 customers are a bit of the tip of the iceberg. For many, many  
18 Aqua customers who are retired and live in this area six months  
19 here and six months up north, the timing of this hearing means  
20 that you have missed input from a large group of customers who  
21 are unhappy with their service and unhappy that they aren't  
22 able to tell their story this evening.

23           Second, and I think by evidence of Commissioner  
24 Argenziano, the timing of this hearing. The timing of this  
25 hearing at 4:00 p.m. on a Friday in New Port Richey when



1 Highway 19 is a parking lot, does not send a message that the  
2 Public Service Commission really wants to hear from as many of  
3 the customers as possible. And I have to tell you,  
4 respectfully, I am a bit disappointed that you would have a  
5 hearing at 4:00 o'clock on a Friday afternoon.

6           There are a lot of young families who work, who have  
7 children to tend to, and, in fact, before I came out here we  
8 had a phone call from a gentleman who was at work and thanked  
9 us very much that I would be coming here representing him and  
10 many other Aqua customers who could not be here today. But we  
11 have a lot of customers that are here anyway, and I appreciate  
12 their efforts to be involved.

13           I urge you to consider this as only a small but  
14 accurate sample of the other customers who could not attend.  
15 While I have not spoken to all of the customers, I'm sure you  
16 will hear about a multitude of problems with Aqua Utilities.  
17 The nature of these complaints lends to their credibility, and  
18 I urge you to take these complaints into consideration when you  
19 make your final decision in this case.

20           You are going to hear from customers today who will  
21 tell you that the water is undrinkable and foul smelling. In  
22 fact, I believe you will probably see a news thing that was  
23 done by one of the local news channels in showing you that.  
24 You are going to hear from customers who complain about black  
25 rings in their toilet bowls that is always there. You are

1 going to hear from customers who receive continuing notices to  
2 boil their water. This is a company that wants to raise their  
3 rates in some parts by 175 percent, and they are putting out  
4 notices to customers that they need to boil their water at  
5 times.

6 We all take it for granted that the water coming out  
7 of our faucets is safe to drink. Not so for many of the Aqua  
8 customers. You are going to hear from customers who never made  
9 ice cubes from Aqua water because the bottom of the ice cubes  
10 turns out gray. You are going to hear about meters who have  
11 gone wild, about estimated bills that are exorbitant, about the  
12 lack of bills, about the inability to reach the customer  
13 service personnel. And with all due respect to Aqua, the  
14 person who was going to be here tonight to handle customer  
15 service issues isn't even here. (Applause.) And we need to  
16 understand, if I am not mistaken, the inability to reach the  
17 company's service personnel in Pennsylvania about the abuse of  
18 customer service representatives and a whole host of other  
19 problems my constituents and the customers have to go through.

20 Finally, you are going to hear about exorbitant and  
21 unaffordable rates. I know this is a complicated process, but  
22 I urge you to listen to these customers and many more who have  
23 complained. In your final decision I urge you to reject, to  
24 reject the company's request for a rate increase until it  
25 cleans up its water and cleans up its customer service.

1           And if I may throw this out at you, and I didn't want  
2   to get into specifics, because the customers behind me will be  
3   more to that, and I know Public Counsel will do that, as well.  
4   Jasmine Lakes, they are asking for a 180 percent rate increase.  
5   Palm Terrace, 109, 115 percent rate increase. Zephyr Shores  
6   with their water and wastewater it's well over 150 percent rate  
7   increase.

8           One of the things I would like to point out, if I  
9   could, Commissioners, to you, that the radio frequency that the  
10  representative from Aqua Utilities speaks about, the new meter  
11  installation that is supposed to be this new technology. They  
12  do not fully take into account the cost savings that they will  
13  incur by not having all of these people out there reading  
14  meters. And I would hope that whatever rate increase, and I  
15  certainly hope there is no rate increase, but if you are going  
16  to give a rate increase, take that into consideration if you  
17  will, please, especially down the road, because the monies that  
18  they will save they will be able to enjoy that savings forever,  
19  forever.

20           With that, again, I would urge you to reject the rate  
21  increase. I thank you for participating. I thank you for  
22  hearing from my constituents tonight.

23           I represent West Pasco and that is the Jasmine Lakes  
24  and the Palm Terrace customers. The Zephyr Shores customers,  
25  although I don't represent that area, I have lived and

1 represented Pasco County in many ways for the past 14 years.  
2 Representative Will Weatherford, who does represent Zephyr  
3 Shores, could not be here tonight and wanted to convey to you  
4 that he also has concerns of the reasons why we are here  
5 tonight.

6 I thank you very much, Commissioners. God bless you.

7 **COMMISSIONER EDGAR:** Senator, thank you as always for  
8 your participation in our proceedings on behalf of your  
9 constituents. I think Commissioner Argenziano would like to --

10 **COMMISSIONER ARGENZIANO:** Yes. Thank you for being  
11 here for your constituents. One of them is my aunt, as you  
12 know.

13 **SENATOR FASANO:** I'm going to have her call you.

14 **COMMISSIONER ARGENZIANO:** She's got a direct line.

15 But what I wanted to make sure that you know is that  
16 this Commission really does want to hear, we need to hear from  
17 the people. The timing of the meetings, the date specific, is  
18 according to the time frames that we are mandated to keep. The  
19 timing of the meetings, as you well know, when we were in the  
20 legislature together, when we have committee meetings that are  
21 out and about, sometimes when you make them too early in the  
22 morning, the working people say we can't get there. And then  
23 too late at night, the seniors say we can't come out late at  
24 night. So we tried, because we have been all over the state,  
25 to tell you how we are trying to get some morning meetings and

1 this one was so that we could accommodate seniors who want to  
2 be home early and try to beat the traffic. And, also, if we  
3 were going to be here long enough that people who are working  
4 can actually get here.

5 But I wanted to tell you that I have found that this  
6 Commission really needs to hear from people, so we do want to  
7 let you know that as well as the people that are here today.  
8 It is so important that we hear from you, and to rest assured  
9 that that is every intention that I know my colleagues have  
10 also.

11 **SENATOR FASANO:** Commissioner, I totally agree. You  
12 are a friendly Commission and a Commission that truly does want  
13 to hear from the public. That's why you are here tonight, and  
14 that is why we are here at this county commission meeting. And  
15 I appreciate that, I really do. I have no doubt that each and  
16 every one of you absolutely do want to hear, and you will  
17 probably stay here until the last person speaks, and I  
18 appreciate that. Thank you very much.

19 **COMMISSIONER EDGAR:** Thank you.

20 **SENATOR FASANO:** Thank you and God bless you. Thank  
21 you.

22 **COMMISSIONER EDGAR:** Representative Legg.

23 **REPRESENTATIVE LEGG:** Thank you, Commissioners.  
24 First of all, I want to welcome you to Pasco, and thank you for  
25 coming to where the constituents are to hear from them today

1 and listen to their concerns. I wanted to just touch on four  
2 key areas and be as brief as possible to give others an  
3 opportunity to speak.

4 The first thing I wanted to encourage you to do and  
5 ask questions and as you deliberate on this, is really look  
6 closely at their parent model as they look at their books and  
7 do their rate filings that they ensure that they are not  
8 cooking the books from their other subsidiaries and inflating  
9 the numbers here for the people of Florida, specifically Pasco  
10 County.

11 Now, I know I no one at Wall Street would ever, ever  
12 do untruths in their numbers. But I would just ask that you  
13 would do due diligence and look at those issues to ensure that  
14 it is accurately reflecting the needs, that is, to provide  
15 services to this local area.

16 The second issue that I would ask that you look at,  
17 and you will hear from much more articulate people than I that  
18 are sitting behind me, is the quality of service that is  
19 existing in the area. I'm a firm believer by past experience  
20 you can look at for future results and see what kind of  
21 services that they are providing. Senator Fasano mentioned  
22 earlier the quality of service, both from a consumer standpoint  
23 and also from a direct service provider has been lacking.

24 Third is the existing maintenance. I find it hard to  
25 believe that the priority would be replacing new meters, and

1 from talking to some constituents and just waiting, the impetus  
2 for the new meters isn't to have better and efficient service,  
3 but it is to ensure that they can lock the meters so no one can  
4 steal water. Which I understand that problem ensuring the  
5 theft, but I think that the focus shouldn't be on making sure  
6 that we charge the people, but that we provide good service and  
7 good infrastructure. And that should be the focus and not just  
8 on the water meters themselves.

9 And, fourth, I would ask that you look at this model  
10 and this concept of uniform rates. I've lived in Pasco my  
11 whole life, and I've seen the demographics of -- you know,  
12 when you look at the numbers of Jasmine Lakes and Palm Terrace,  
13 the areas that I represent, they may be names, but they are  
14 communities that have undergone lots of changes over the last  
15 few years. A once thriving senior community has gone under  
16 some changes. There are some areas that are financially  
17 strapped. And I find it difficult to believe that a  
18 one-size-fits-all-model in terms of rates would be reflective  
19 of the needs of this community.

20 With that, I would ask that you would look hard, that  
21 you would dig into these numbers, ensure that these numbers  
22 really reflect the needs of the consumers. When I hear of  
23 triple digit rate increases, I would caution Aqua to be  
24 careful, because I know the homeowner's insurance and oil  
25 companies don't like competition. And that's the only numbers

1 that I have seen that are able to raise rates that high in the  
2 recent past.

3 So with that -- with that, Commission, I would ask  
4 that you listen hard and dig deep with the consumers here.

5 Thank you.

6 **COMMISSIONER EDGAR:** Thank you, Representative Legg.  
7 Mr. Reilly, are you ready?

8 **MR. REILLY:** I am.

9 **COMMISSIONER EDGAR:** I think we are, too.

10 **MR. REILLY:** Thank you.

11 Thank you, Senator Fasano and Representative Legg for  
12 your presentations.

13 Our first customer witness is Jim Abbott. And I'll  
14 be taking these in the order that they came in.

15 **COMMISSIONER EDGAR:** Mr. Abbott, please come forward.

16 JIM ABBOTT

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

19 DIRECT STATEMENT

20 **MR. ABBOTT:** My name is Jim Abbott from the American  
21 Condominium Park from the Zephyr Shores area, and I live at  
22 35050 Cynthia Avenue, Zephyrhills 33541. In representing our  
23 area, I would like to comment on the fact that the quality of  
24 the water is very inadequate. And if we are not very careful,  
25 we are going to have a very serious health problem relating to



1     that.

2             Also, the billing system that you have for Aqua is  
3     very inadequate. Some people are getting bills that isn't even  
4     for service, because they are not here to receive the service.  
5     They are being billed for water that they are not even using.  
6     Sewer rates apply also to that. And some of the bills that the  
7     people are receiving are outrageous, just out of the sky, for  
8     the amount of service that they are getting.

9             And as far as service on their reading of the meters  
10    and so on, it seems to me like they come around and do that  
11    whenever they feel like it, instead of being on a routine basis  
12    compared to other utilities. And I feel like that the increase  
13    that they are asking for is inappropriate. And because of the  
14    people being on limited incomes and -- they're willing to use  
15    the service, don't misunderstand me, but let's get the service  
16    that we are entitled to.

17            And as far as the water service, the quality of the  
18    water, again, very, very, poor. Sometimes it has got an odor  
19    to it that you can't stand. It has got a color that you can't  
20    tolerate. You have got a taste that you can't live with. All  
21    of these things add up to pure poor service. And I think you  
22    need to address it.

23            Thank you very kindly.

24            **COMMISSIONER EDGAR:** Thank you, Mr. Abbott.

25            Mr. Reilly.

1           **MR. REILLY:** Joseph Cabana.

2           **COMMISSIONER EDGAR:** Mr. Cabana.

3                               JOSEPH CABANA

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

6                               DIRECT STATEMENT

7           **MR. CABANA:** Joseph Cabana, 3257 County Road  
8       676, Webster, Florida, better known as The Woods Subdivision.  
9       I have a few comments to the Commission, if I may.

10           **COMMISSIONER EDGAR:** Yes, sir.

11           **MR. CABANA:** I'm a repeater. I remember you from  
12       last year, too. Every year this is going to happen until we  
13       put a stop to it. So I want to tell you what we have had in  
14       the last year since I have been here. They don't have -- they  
15       have not improved their customer service one iota, not a bit.  
16       You can't contact them. You never see them. It is all kinds  
17       of things. But I will go a little quicker. They show complete  
18       disregard for their customers. We are just a source of income.  
19       We don't get any service at all. The water is terrible and  
20       they have a habit of shutting it off whenever they want for  
21       hours at a time without notice. And I think that's pretty bad  
22       when they shut it off at dinnertime. Everybody is coming home.  
23       It's off four or five hours at a time. And that as far as  
24       complaints is about it.

25               But I will tell you, if they approve this, they are

1 not going to see me here next year. I won't come back and  
2 complain. I'll pay it. But I'm not going to pay them for  
3 nothing. I don't want to. And I got a couple of other things  
4 I gave to Mr. Lewis.

5 **COMMISSIONER EDGAR:** Willis?

6 **MR. CABANA:** Willis, I'm sorry.

7 **COMMISSIONER EDGAR:** Okay.

8 **MR. CABANA:** Just hard copy stuff that you can have.

9 **COMMISSIONER EDGAR:** Thank you.

10 **MR. CABANA:** And there's a few things in there you  
11 might want to know. And I guess that is about it.

12 **COMMISSIONER EDGAR:** Okay. Mr. Cabana, hold on for a  
13 second.

14 Mr. Sayler, do we need to mark?

15 **MR. SAYLER:** Yes. We will mark this as Joseph Cabana  
16 Exhibit Number 53. Would you describe what you have given to  
17 me?

18 **MR. CABANA:** I went on line and got their directors,  
19 their vice-president's letter to their shareholders. And  
20 there's a couple of lines that I kind of went over there. It  
21 says that due to the economy they don't have the money that  
22 they thought they would have. And then in the next paragraph,  
23 they say but we'll make it up when we get our rate increases.  
24 This is a record from their own company.

25 **COMMISSIONER EDGAR:** Mr. Sayler, a title?

1           **MR. SAYLER:** We will give it the title "Various  
2 Letters." I believe there is a bill in there, and there's also  
3 a photo in there. What is the photo of?

4           **MR. CABANA:** The photo -- that's pretty good, isn't  
5 it? It's a copy of my meter. And if you can find it in this,  
6 good luck to you. It's so overgrown, there is no way -- and it  
7 has been like this forever. And they put in these fancy things  
8 without electricity. I don't know how they are going to read  
9 it. But at any rate -- but one other thing I've got to tell  
10 you. This is wild. Last month for 30 days I used  
11 5,500 gallons. This month for 32 days I used 6,500 gallons. I  
12 have no change in my lifestyle. I'm retired. I don't have a  
13 pool. But in two days I used two more thousand gallons of  
14 water? Something is wrong.

15           **COMMISSIONER EDGAR:** Thank you, Mr. Cabana. And  
16 thank you for this information. And thank you for coming back.

17           **MR. CABANA:** Oh, and if you want to come up to the  
18 house, I will throw on some ribs or something, and I will let  
19 you taste the water and I will show you the water.

20           **COMMISSIONER EDGAR:** Thank you. And I will pass this  
21 information down so that my colleagues can see it, as well, and  
22 it will be entered in. And let's mark it or identify it as  
23 photo, letter, and related documents, Cabana.

24           (Exhibit Number 53 marked for identification.)

25           **COMMISSIONER EDGAR:** Mr. Reilly.

1           **MR. REILLY:** Thank you. Our next witness is Gene  
2 Regotti.

3           **COMMISSIONER EDGAR:** Mr. Rigotti.

4                               GENE RIGOTTI

5 appeared as a witness and, swearing to tell the truth,  
6 testified as follows:

7                               DIRECT STATEMENT

8           **MR. RIGOTTI:** I'm Gene Rigotti.

9           **COMMISSIONER EDGAR:** Spell that for us.

10          **MR. RIGOTTI:** R-I-G-O-T-T-I.

11          **COMMISSIONER EDGAR:** Thank you.

12          **MR. RIGOTTI:** And I'm from the American Condominium  
13 in Zephyrhills, and my address is 35116 Cynthia Avenue,  
14 Zephyrhills. And the main thing I wanted to comment about was  
15 I figured up what my water bill would be, based on what they're  
16 sending out for information. And normally I use 1,800 gallons  
17 of water a month, and they are wanting to base this on 5,000  
18 gallons, and I think I seen a sign when I came in out here in  
19 front, conserve water. Are they wanting me to waste water and  
20 run it down the drain? But going from probably \$38 a month for  
21 water, it would increase to \$92.24 a month. I figured it on  
22 2,000 gallons.

23                       And we have a neighboring community right next to us,  
24 their base rate for water is 7.90 and their wastewater is 6.92,  
25 which is 22 percent of the proposed increase rates for Aqua

1 Utilities. I don't understand where they can come up with  
2 these figures when somebody else can compete with you and be  
3 that much cheaper. I worked in sales for 32 years, and if you  
4 couldn't beat your competition you got out. And I just don't  
5 see where any of this is going to make any difference in what  
6 they want to come up with for rates when our quality of water  
7 is so poor. Our service is poor. And it is just like the  
8 water, it stinks. That's all I have.

9 **COMMISSIONER EDGAR:** Thank you. Mr. Rigotti, a quick  
10 question. The rates that you quoted us, do you know, is that  
11 Pasco County?

12 **MR. RIGOTTI:** Yes.

13 **COMMISSIONER EDGAR:** Thank you, Mr. Rigotti.

14 Oh, excuse me, Mr. Rigotti, I'm sorry, one more  
15 question.

16 Mr. Reilly.

17 **MR. REILLY:** One quick question. You handed me this  
18 little letter. Did you want to have this be an exhibit?

19 **MR. RIGOTTI:** That was this gentleman's here.

20 **MR. REILLY:** Oh, I'm sorry. I will hold it then.

21 **COMMISSIONER EDGAR:** Thank you.

22 Mr. Reilly, who is the next speaker?

23 **MR. REILLY:** Yes. The next speaker --

24 **COMMISSIONER EDGAR:** Oh, hold on. Okay.

25 **MR. REILLY:** -- is Frieda Killian.

1                   **COMMISSIONER EDGAR:** Frieda.

2                                   FRIEDA KILLIAN

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

5                                   DIRECT STATEMENT

6                   **MS. KILLIAN:** I'm Frieda Killian, and I live in  
7       American Condo. My address is 35224 Condo Boulevard.

8                   **COMMISSIONER EDGAR:** Could you spell your last name  
9       for me?

10                  **MS. KILLIAN:** K-I-L-L-I-A-N.

11                  **COMMISSIONER EDGAR:** Thank you.

12                  **MS. KILLIAN:** This happens to be the day that we  
13       purchased our property 22 years ago in American Condo. We were  
14       satisfied with our water for quite awhile, but here lately it  
15       has not been the quality that it should be. Yesterday I just  
16       happened to look out, and I seen the meter reader. Well, he  
17       was a stranger to me because we hardly ever see that meter  
18       reader. They stay in their truck and drive along. And I  
19       understand you have some kind of an apparatus that they can  
20       read the meter like that. Well, all he did was take his foot  
21       and push the leaves or whatever off of the cover, took a stick  
22       and lifted the cover up, and if he had X-ray eyes he probably  
23       could have seen the figures on that meter, otherwise I really  
24       don't know how he could.

25                       Our meter reading is many times in excess of what the

1 water we use. There is only two of us, and this past month we  
2 were gone two weeks of that time and still we had a large bill  
3 to pay. So I am really very unhappy with the conditions, okay?  
4 Thank you.

5 **COMMISSIONER EDGAR:** Thank you, Ms. Killian. I  
6 appreciate your comments.

7 Mr. Reilly.

8 **MR. REILLY:** Yes. John Butler.

9 **COMMISSIONER EDGAR:** Mr. Butler.

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

13 DIRECT STATEMENT

14 **MR. BUTLER:** Good afternoon. My name is John Butler,  
15 4954 Britni Way, Zephyrhills, Florida. We are in the Zephyr  
16 Shores water area. I'm here to oppose the proposed rate  
17 increase by Aqua Utilities. I've seen a number of different  
18 percentages, and hardly any of them agree with my figures. So,  
19 basically, I did figure out, using my August bill of \$61.76,  
20 under the new proposal it will increase to \$103.52. I think  
21 this is an excessive rate, and I think it is very unreasonable.  
22 I also -- as they state, they are looking for a fair rate. I  
23 find that hard to figure out these, anywhere from 60 to 70 to  
24 100-plus percentage rates being fair. They also stated that we  
25 have low rates. And in talking and hearing of different rates



1 in our area, they are already higher than most.

2 And I think the most disturbing of all is what they  
3 are doing to the residents who are retirees and are only there  
4 during the winter months. One being my daughter, whose rate  
5 would go on the water from \$6.42 to \$21.21. Their sewer rate  
6 would go from \$11.63 to \$45.26 for a total increase of \$49.13  
7 per month during the six to nine months they are not even in  
8 the residence and are not even using water. This comes out to  
9 near, I think, 360 percent. And to say that this is reasonable  
10 I think is ridiculous.

11 I think, also, the fact that these are held during  
12 this time of the year when they basically have no say. If it  
13 wasn't for telephone calls to the residents that are in the  
14 north and unable to attend, basically, they have no say at all.  
15 And this, too, is very unfair. And I think, basically, the  
16 rate increases should be rejected.

17 Thank you.

18 **COMMISSIONER EDGAR:** Mr. Butler, a quick question.  
19 The numbers that you quoted us for your daughter, I believe you  
20 said --

21 **MR. BUTLER:** Yes.

22 **COMMISSIONER EDGAR:** -- which system, and would she  
23 be in the --

24 **MR. BUTLER:** She's in Zephyr Shores, too.

25 **COMMISSIONER EDGAR:** Zephyr Shores.

1           **MR. BUTLER:** John and Leslie Vogler.

2           **COMMISSIONER EDGAR:** Thank you.

3           Commissioners, any questions? Thank you very much.

4           **MR. REILLY:** The next witness is John Walck.

5                               JOHN WALCK

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

8                               DIRECT STATEMENT

9           **MR. WALCK:** My name is John Walck, 5023 Court Street,  
10          Zephyrhills, Florida, and I work for the American Condominium  
11          Parks for the Zephyr Shores. And I have a whole stack of  
12          letters here representing the residents that couldn't be here.  
13          They are up north. And just to tell you about some of the  
14          problems I have been having with the billing, they have been  
15          estimating our bill for the past 17 months, beginning in  
16          April 2007. They estimated our gallons at 127,000 gallons,  
17          when our actual gallons were 47,000, almost an 80,000-gallon  
18          difference. And I've talked to them, tried to get them to  
19          straighten it out. They say they are going to take care of it.  
20          They never do. It has been going on for a year, and it is  
21          really frustrating, and I don't think they deserve an increase.

22                       **COMMISSIONER EDGAR:** Commissioner Argenziano.

23                       **COMMISSIONER ARGENZIANO:** Thank you.

24                       One, can I ask you -- this started, you said, 18  
25          months ago?

1           **MR. WALCK:** Seventeen months ago.

2           **COMMISSIONER ARGENZIANO:** And do you have the new  
3 meters that are in now?

4           **MR. WALCK:** The RFI meters, whatever it is?

5           **COMMISSIONER ARGENZIANO:** Right.

6           **MR. WALCK:** No.

7           **COMMISSIONER ARGENZIANO:** And you have been working  
8 with the company, and they still have not resolved the problem?

9           **MR. WALCK:** I've even talked to the meter reader to  
10 try and get it straightened out, and he said he was going to  
11 read it, but every month the same thing, we get estimates.

12           **COMMISSIONER ARGENZIANO:** Can I suggest this, as I  
13 have done in other meetings? While they are sitting here  
14 tonight, can you go up to them and can you probably get  
15 somebody to --

16           **MR. LIHVARIK:** She is here now. I can take him in  
17 the back, and we can get her -- scheduled with her to get it  
18 straightened out.

19           **COMMISSIONER ARGENZIANO:** I think while you have the  
20 opportunity to get it straightened out now, I would say do  
21 that. And if you would please let us know, or Public Counsel  
22 know, if you can call us, I would appreciate it. I would like  
23 to know if it was followed up on.

24           **MR. WALCK:** If it was taken care of?

25           **COMMISSIONER ARGENZIANO:** Yes.

1           **MR. WALCK:** Sure.

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

3           **MR. WALCK:** Do I give these letters to him?

4           **COMMISSIONER EDGAR:** Hold on for just a moment.

5           Okay. Go ahead, and we will do that. If you would  
6 hand those up to Mr. Sayler, and then come back.

7           **MR. SAYLER:** Those are letters?

8           **MR. WALCK:** Those are letters and those are all the  
9 figures of the overbilling.

10           **MR. SAYLER:** Okay. So it will be letters and figures  
11 together as one exhibit, Exhibit Number 54. And here is my  
12 business card.

13           (Exhibit Number 54 marked for identification.)

14           **COMMISSIONER EDGAR:** And that will help you contact  
15 Mr. Sayler. If you will come to the microphone, we have a  
16 couple of quick questions for you. But that way you've got the  
17 information to contact Mr. Sayler to follow up.

18           **MR. WALCK:** Okay, sure.

19           **COMMISSIONER EDGAR:** And that way he can share it  
20 with all of us and, of course, with OPC, as well. And I think  
21 Commissioner Skop has a question.

22           **COMMISSIONER SKOP:** Thank you, Madam Chairman.

23           Just a quick question. I think Commissioner  
24 Argenziano hit both of my points, but to your point about  
25 wanting to get some resolution to the billing discrepancy, I

1 would like to ask Aqua -- it's my understanding they have the  
2 customer service people here.

3 **MR. LIHVARCIK:** Yes.

4 **COMMISSIONER SKOP:** So, again, I would encourage you,  
5 as well as all the other customers tonight to try and avail  
6 yourselves of that opportunity to solve those problems, because  
7 that is a common theme that we continue to hear as a  
8 Commission.

9 **MR. WALCK:** Okay. Thank you.

10 **COMMISSIONER SKOP:** Thank you.

11 **COMMISSIONER EDGAR:** Mr. Reilly.

12 **MR. REILLY:** I just want to comprehend the letters a  
13 little bit. Are these all of -- do these letters say the same  
14 thing, and they are signed by people who are not here, or are  
15 do they all go into different issues?

16 **MR. WALCK:** They are different issues, some billing,  
17 some quality of water, but they are all residents that aren't  
18 here during the winter.

19 **MR. REILLY:** Okay. So it's not a form letter or  
20 anything?

21 **MR. WALCK:** No, no, nothing like that.

22 **MR. REILLY:** All individual letters?

23 **MR. WALCK:** Individual letters, yes.

24 **MR. REILLY:** Thank you.

25 **COMMISSIONER EDGAR:** And we will ensure that --

1           **MR. WALCK:** Okay.

2           **COMMISSIONER EDGAR:** Yes, I think it is. And thank  
3 you for being here and thank you for bringing that information.

4           Mr. Reilly.

5           **MR. REILLY:** I think we have a husband and wife team.

6           **COMMISSIONER EDGAR:** Okay.

7           **MR. REILLY:** Clarence and Geralbine Flynn.

8           **COMMISSIONER EDGAR:** Mr. and Mrs. Flynn.

9                       CLARENCE and GERALBINE FLYNN

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

12                               DIRECT STATEMENT

13           **MS. FLYNN:** Clarence and Geralbine Flynn from  
14 American Condo, and our number is 4803 Elwana Way, and we're in  
15 the Zephyr Shores area. And we were gone for five weeks this  
16 summer, and I paid my bill just before we left. And when I  
17 came back, I had another bill. And we had shut the water off  
18 at the road, and nobody was there to use it or anything. And  
19 when we got the bill it was more than what I had paid the month  
20 before. And most of the time our bills are estimated. They  
21 are not -- they're not read. And I don't think that's right.  
22 I think if you want an accurate bill it should be read every  
23 month. And that is all I have to say.

24           **COMMISSIONER EDGAR:** Mr. Flynn.

25           **MR. FLYNN:** We would have had a lot more people here,

1 but they got stuck in traffic between Pennsylvania and here.

2 **COMMISSIONER ARGENZIANO:** Mr. and Mrs. Flynn, would  
3 you do me a favor and take a bunch of those green papers and  
4 hand them to those people as you see them and let them know  
5 that even though they got stuck in traffic their words and  
6 their comments still will go into the record.

7 **MS. FLYNN:** Thank you.

8 **COMMISSIONER ARGENZIANO:** Thank you.

9 **MR. REILLY:** Our next witness is Joan Smith.

10 **COMMISSIONER EDGAR:** Ms. Smith.

11 JOAN SMITH

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

14 DIRECT STATEMENT

15 **MS. SMITH:** I am Joan Smith. I live in American  
16 Condo under the Zephyr system. I, like quite a few women in  
17 the park, are widows. My bill from January of last year, I  
18 figured the whole amount. It went from 19.91, in May it was  
19 84.47, September this past -- this month, 62.70. There is only  
20 me. I don't understand it. I had a \$600 bill during the  
21 season, and they did fix that, corrected that. But I had a  
22 \$600 bill.

23 **COMMISSIONER EDGAR:** For one month?

24 **MS. SMITH:** Yes.

25 **COMMISSIONER EDGAR:** But that has been corrected?

1           **MS. SMITH:** Yes. I don't see where they can figure  
2 that a lot of these households that are only one person could  
3 possibly use 5,000 gallons of water in a month.

4           Thank you.

5           **COMMISSIONER EDGAR:** Thank you.

6           **MR. REILLY:** Our next witness is Wanda Rigotti.

7           **COMMISSIONER EDGAR:** Wanda.

8                           WANDA E. RIGOTTI

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

11                           DIRECT STATEMENT

12           **MS. RIGOTTI:** Wanda Rigotti, 35116 Cynthia Avenue,  
13 Zephyrhills in Zephyr Shores. It's R-I-G-O-T-T-I.

14           I have a couple of things. Number one, I do believe  
15 that they are entitled to a profit. I mean, you're not going  
16 to make -- you are not going to stay in business unless you  
17 have -- unless you make a profit. It is just that greed is an  
18 awful thing. I would like to make a profit myself. My husband  
19 and I are on a fixed income, so what we get is what we get.  
20 What we have to pay out is what we have to pay out. And with  
21 other costs going up, they mentioned the cost of gasoline going  
22 up. We have to pay the extra cost of gasoline, as well. The  
23 cost of gasoline makes everything else go up. So we have to  
24 pay our bills, as well.

25           I have another thing here my sister had told me, and



1 I thought if I could make -- can we make copies of this?

2 **COMMISSIONER EDGAR:** We don't have the ability to  
3 make a copy and give it to you now, but if you feel like you  
4 can leave it with us, we will make sure that it is returned to  
5 you by mail, and I assure you that it will be.

6 **MS. RIGOTTI:** Okay. What I wanted to say was a  
7 situation my sister had. They live in the same park as we do,  
8 and her husband pays the bills every month, and they were  
9 paying their bills every month. And one day he got a bill for  
10 the entire year. He called them up and convinced them that he  
11 had them in his hand, he had all his canceled checks and  
12 everything, and they did finally resolve it, but it took a  
13 little effort.

14 I would also like to address the water, as well.  
15 Along with the scum that we get sometimes, our sinks -- when I  
16 go to cook something, my pans get a scum around the edge. I've  
17 got scum around a new sink that I bought. I did find out how  
18 to clean it, though, by the way. One time I was in taking a  
19 shower, and I could smell bleach. And all I could think of is  
20 that my hair is not going to look the same color. I did  
21 immediately go wash some sheets and whites.

22 But the water is the biggest thing. We live in  
23 Zephyrhills, which is supposed to have the best water in the  
24 world, and we have to have a purifier on our faucet. And it  
25 just seems a shame that the city water in Zephyrhills is good

1 water, but we don't have city water. That's all I have.

2 **COMMISSIONER EDGAR:** Thank you. If you will hold  
3 just a moment.

4 Mr. Saylor.

5 **MR. SAYLER:** Ms. Rigotti, you were wanting to know if  
6 we have more of these blue packets to give to your sister?

7 **MS. RIGOTTI:** Yes.

8 **MR. SAYLER:** We have some extras here. So if you  
9 would like to have another for her or for anybody else, you are  
10 welcome to it.

11 **MS. RIGOTTI:** What I was wondering is if we could  
12 mail them to -- I know, I worked in the office one time, and I  
13 had two calls from people who had a 600-gallon usage on their  
14 bill that they had just received, and my husband and I went out  
15 and checked their meters, and their meters did not have that  
16 additional 600 gallons on it. So people like that that might  
17 want to write a letter that aren't in the stack that John Walck  
18 had, that they might want this. So I was wondering I can just  
19 make copies and send them, and then they could send them in.

20 **MR. SAYLER:** Yes.

21 **COMMISSIONER EDGAR:** Both of those work. You can  
22 make copies on your own and send them in and that will  
23 absolutely work fine and come to us by mail and be entered in.  
24 Also, I know we have extra copies in the back. Feel free to  
25 take a stack with you, and they are available on the website

1 and you can print them out that way. It will be at their  
2 option.

3 **MS. RIGOTTI:** All right. Thank you.

4 **COMMISSIONER EDGAR:** Thank you very much.

5 **MR. REILLY:** The next witness is Walter Dunn.

6 **WALTER DUNN**

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

9 **DIRECT STATEMENT**

10 **MR. DUNN:** Walter Dunn. I'm in the American Condos  
11 at Zephyr Shores area. Address is 48 -- 48, gosh, I've got to  
12 look. I don't know where I live. 4812 Elwana Way,  
13 Zephyrhills. You have got the area code, I'm sure 40 times.

14 **COMMISSIONER EDGAR:** We've got it. Thank you.

15 **MR. DUNN:** I also work for the American Condo Park.  
16 I'm chief of security. John does the paperwork and all the  
17 numbers. I don't do those at all, but I am well versed with  
18 the two servicemen that come into our park. They are both good  
19 guys, very understanding, very reasonable, and very  
20 sympathetic. And they scratch their heads, like what in the  
21 world am I supposed to do now, because everything that is  
22 coming into them is usually a total disaster. They have meters  
23 that come apart. And the meter part, if it comes apart and is  
24 still registering water, and it is not the line going to the  
25 house it is still Aqua water meters that sprung a leak on the

1 wrong side of the meter. And I have to -- well, I'm chief of  
2 security, so all of these widows that Joan was speaking of  
3 always call me, and I have to get on the phone and try to  
4 explain to somebody, wherever they may be, Hong Kong, New York,  
5 China, or wherever they are, try to explain to them that you  
6 can't charge these people for that water. And my experiences  
7 with them, they wouldn't know bottled water from an ice cream  
8 cone, but they are up there telling you what they are going to  
9 do and what has to be done and all of this. So, anyway, we do  
10 have problems with communication between the office or wherever  
11 it is.

12           And as far as the sewer goes, we had seven months,  
13 from January to July we had sewer running in our pond. And  
14 believe it or not, finally, after I finally got the EPA  
15 involved in it, they come out and says this ain't going to  
16 work, you know. They finally admitted -- if I can remember  
17 right, it was 250 million gallons ran in there in 32 days, and  
18 it ran for seven months. So, anyway, I don't know how they can  
19 figure they need to up their sewer rates. It should be the  
20 over way around; they should be paying us for the smell and the  
21 dead fish we had to put up with.

22           So I can't see where they -- for what they are giving  
23 us, I can't see where they deserve a rate increase of any kind.  
24 I still say they should turn it around and pay us for the  
25 aggravation.

1           **COMMISSIONER EDGAR:** Thank you, Mr. Dunn.

2           **MR. DUNN:** Anything else?

3           **COMMISSIONER EDGAR:** I think you covered it. Thank  
4 you.

5           **MR. REILLY:** The next witness is Charles Burton.

6                               CHARLES BURTON

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

9                               DIRECT STATEMENT

10           **MR. BURNETT:** My name is Charles Burton, B-U-R-T-O-N.  
11 I'm in the Zephyr Shores area. Address, 4901 Britni Way,  
12 Zephyrhills.

13                       I just returned after being away for three months and  
14 was startled to see that they want to increase my water by  
15 125 percent. When I left in June, I have some friends that  
16 lived in the city limits of Zephyrhills, and at that time I was  
17 paying twice as much as they were then. And now they want to  
18 raise me 125 percent. I find it kind of hard to do.

19                       I have one filter on my house that takes care of all  
20 the water that comes in, and then I have two more filters that  
21 I have for my drinking water, and that's the only way I can  
22 possibly drink it, is going through three filters. And I think  
23 that's kind of bad.

24                       My own opinion with the greed involved here, to me, I  
25 can put Aqua in the same category as the oil companies.

1           That's all I have.

2           **COMMISSIONER EDGAR:** Thank you, Mr. Burton.

3           **MR. REILLY:** The next witness is Barbara Butler.

4           **COMMISSIONER EDGAR:** Ms. Butler. Is there a Barbara  
5 Butler? Ms. Butler?

6           **UNIDENTIFIED SPEAKER:** She just agrees.

7           **COMMISSIONER EDGAR:** Okay. Mr. Reilly, will you mark  
8 that?

9           **MR. REILLY:** Okay.

10          **COMMISSIONER EDGAR:** Thank you.

11          **MR. REILLY:** Our next witness is Oscar Killian.

12          **MR. KILLIAN:** I am with my wife here, Frieda Killian.  
13 I agree with my wife.

14          **MR. REILLY:** Okay.

15          **COMMISSIONER EDGAR:** Thank you, Mr. Killian.

16          **MR. KILLIAN:** Thank you.

17          **MR. REILLY:** Our next witness is Colleen Baylis.

18          **UNIDENTIFIED SPEAKER:** It's Connie Green.

19          **MS. BAYLIS:** It's Colleen.

20          **MR. REILLY:** I guess I was correct.

21          **MS. BAYLIS:** That's my nickname.

22          **MR. REILLY:** This is a legal proceeding. (Laughter.)

23          **UNIDENTIFIED SPEAKER:** If you could let us know ahead  
24 who is going to be called, we could get in line.

25          **COMMISSIONER EDGAR:** We can do that. Mr. Reilly, why

1 don't you try maybe calling two names at a time, and we'll see  
2 if that works. We don't mind taking a few seconds in between.  
3 We will give that a try.

4 Mr. Reilly, why don't you go ahead and tell us who  
5 comes next.

6 **MR. REILLY:** Richard and Margaret Groth.

7 **COMMISSIONER EDGAR:** Okay. And they will be after  
8 Ms. Baylis.

9 CALLEEN G. BAYLIS  
10 appeared as a witness and, swearing to tell the truth,  
11 testified as follows:

12 DIRECT STATEMENT

13 **MS. BAYLIS:** Yes. I'm Colleen Baylis from American  
14 Condominium, and I want to know why you always have these  
15 meetings when there isn't enough -- like our park is half  
16 empty. Can you tell me that?

17 **COMMISSIONER EDGAR:** Well, I can give a stab at the  
18 answer, and then our staff can jump in if there is further  
19 information.

20 Basically, the time lines for our proceedings are set  
21 by statute. And the initiation period is when the petition or  
22 the request is filed by the company, and then we have a certain  
23 amount of time that we need to hold our hearing and issue a  
24 decision. And so the public meetings that we have need to be  
25 within that predefined time period.

1           **MS. BAYLIS:** Well, it happens every year, you know,  
2 when you have a special report. It's always at a time that no  
3 one is around.

4           **COMMISSIONER EDGAR:** I definitely, and my colleagues  
5 do, and the company, I'm sure does, as well, take your comments  
6 very, very much to heart. And I do understand, and I know that  
7 we understand it. And that is one of the reasons, since we are  
8 not able to ever have a meeting that everyone who would like to  
9 to come to, but we do try to reach out with those other ways,  
10 with the forms and other things, and we look to you and to  
11 everybody here to help us get the word out, as well. But I do  
12 understand your concern.

13           **MS. BAYLIS:** And also I happen to be a widow, and I  
14 live on a fixed income. I just thought you ought to know that.

15           **COMMISSIONER EDGAR:** Thank you.

16           **MR. REILLY:** Mr. and Ms. Groth.

17                       RICHARD and MARGARET M. GROTH  
18 appeared as a witness and, swearing to tell the truth,  
19 testified as follows:

20                               DIRECT STATEMENT

21           **MS. GROTH:** Margaret Groth, G-R-O-T-H, 10824 Premier  
22 Avenue, Port Richey, Florida 34668, Palm Terrace.

23                       A couple of things. Number one, when we were having  
24 all the problems with the upset of, you know, one month I had  
25 20,400 gallons. Not 2,000, but 20,000. I did call. The woman



1 was fantastic. My neighbor called and was in tears. The  
2 person I talked to was well-informed, told me what the problem  
3 was, what happened. The woman she talked to almost started  
4 swearing at her. So you have got both sides over there. Okay.

5 If I leave water in my dishpan overnight, it is  
6 either slime or almost jello in the morning. So that's one of,  
7 you know, poor quality on that part.

8 The other thing I need to know, on my bills is the  
9 water facility base -- excuse me, water base facility rate and  
10 the water base facility charge, is that the same thing?

11 **COMMISSIONER EDGAR:** Mr. Willis, I'm going to look to  
12 you on that one.

13 **MR. WILLIS:** I'm sorry, I missed the question.

14 **COMMISSIONER EDGAR:** Could you repeat that?

15 **MS. GROTH:** Yes. Is the water base facility rate and  
16 the water base facility charge the same thing?

17 **MR. WILLIS:** They are two different things.

18 **MS. GROTH:** I don't have one on mine. I have the  
19 other.

20 **MR. WILLIS:** On your special report?

21 **MS. GROTH:** On my bill. It says water base facility  
22 charge.

23 **MR. WILLIS:** I will have to look at your bill.

24 (Pause.)

25 Let me explain this here. The water base facility --

1 do you see right here it says \$10.63, that's the flat charge  
2 whether you use any water whatsoever. Right underneath it is  
3 the gallonage charge, 3,000 gallons at the rate per gallon is  
4 8.85 for a total bill of 19.48. That is how there are two  
5 charges on your bill. They are both the rate. One is a flat  
6 charge, which is the base charge, which doesn't have any usage  
7 of gallons attached to it at all. The second charge is only  
8 for gallons used, consumption.

9 **MS. GROTH:** (Inaudible.)

10 **COMMISSIONER EDGAR:** Okay. Ms. Groth, if you  
11 would come --

12 **MR. WILLIS:** Come to the microphone.

13 **COMMISSIONER EDGAR:** Yes. If you would come back to  
14 the podium so that we can all hear, and, absolutely, we will  
15 try to respond to your question if we can. And if not, I know  
16 that our staff will be glad to meet with you and discuss it in  
17 more detail.

18 **MS. GROTH:** Well, I've brought nine bills with me  
19 starting in January of this year. Of the nine, seven of them  
20 have a different rate, a different water base facility charge.  
21 One is like -- I can read a couple. One says the old rate on  
22 here. It says 5.91. This one says the current rate is 6.47.  
23 That was this month's, this last month's. This one says the  
24 water base facility charge, 10.84, and that was in July. June  
25 was the same, 10.84. And, let's see, water charges at old

1 rate -- oops. Here, water, old rate 4.25. This is in June.  
2 And then the current rate 9.39. There is not one of them that  
3 is the same, and that is supposed to be a base. So that is my  
4 question. I am not quite understanding it.

5 Okay. These nine bills range from readings of 24  
6 days to 38. I know they said consistently they wanted 30. My  
7 question is, what? And my one neighbor, the water has a foul  
8 smell. Mine looks great. But if I leave it in a glass for  
9 awhile, I get crud all the way through it. So that's it.

10 **COMMISSIONER EDGAR:** Thank you, Ms. Groth.

11 I'm making some guesses here, but I'm guessing that  
12 maybe the interim rates may have kicked in to be part of that.  
13 So I guess, Mr. Willis, if you have a brief statement, and  
14 then, Ms. Groth, I would ask that you get with our staff here  
15 so that they can speak to you in more detail about anything  
16 specific to your bill and see if we can follow up.

17 Mr. Willis.

18 **MR. WILLIS:** Commissioner, I only saw the one bill,  
19 so I'm not sure what she is looking at on the other ones. But  
20 I would suggest, if I could, if you could get with Mr. Deason  
21 back here, and maybe in the back of the room where we can keep  
22 getting witnesses, and maybe he can look at the bills and  
23 straighten it out for you.

24 **COMMISSIONER EDGAR:** Thank you.

25 Mr. Reilly.

1           **MR. REILLY:** Okay. The next witness is Janice Ellis.

2           **COMMISSIONER EDGAR:** Ms. Ellis.

3           And, Mr. Reilly, why don't you go ahead and announce  
4 the next name?

5           **MR. REILLY:** Well, there is a John Schleicher and  
6 also a Robert Ellis, who may well be with Ms. Ellis. So that  
7 is the next two.

8           **COMMISSIONER EDGAR:** Okay.

9           **MR. REILLY:** Well, there is a John Schleicher and  
10 also a Robert Ellis, who may well be with Ms. Ellis. So that  
11 is the next two.

12           **COMMISSIONER EDGAR:** Okay.

13                           JANICE L. ELLIS

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

16                           DIRECT STATEMENT

17           **MS. ELLIS:** I was at your meeting -- I'm Janice Ellis  
18 and I live at 4600 Clarice Avenue in Zephyr Shores, Zephyrhills  
19 32541.

20                   I was at your meeting in Lakeland, and I'm just here  
21 to tell you that the water has not improved any. We cannot  
22 drink any of our water. We buy all of our water by the month  
23 at Sam's Club. I can't -- I don't cook with the water, because  
24 if you cook potatoes, and they smell like bleach, they are not  
25 very pleasant to eat. If you are cooking macaroni and making

1 maybe a macaroni salad, bleach does not go with that. So we  
2 don't use our water for that. I buy a two and a half gallon  
3 container of water and have it by my sink and use that for my  
4 cooking, and then we have bottled water in the refrigerator.

5 Another thing that I do is I have dentures, and I  
6 know I'm putting chemicals in a container with my dentures at  
7 night, but I don't use the water out of the tap, because I'm  
8 not going to mix those chemicals together to clean my dentures.  
9 I use bottled water for that. So we use very little water at  
10 our house except for flushing the toilet and maybe taking  
11 showers.

12 One of the things that really has bothered me is that  
13 the calcium deposits, or whatever it is, on your shower head,  
14 and you have to clean it off at least three times a year. It  
15 is very crusty and thick. A couple of years ago my husband had  
16 kidney stones, and we got to thinking is that because of the  
17 water? I mean, we couldn't prove it. We didn't try to prove  
18 it, but since we have been on all bottled water, we have had no  
19 other problems. So, then again, we are not sure if we are  
20 drinking bottled water and we shouldn't be, because there are  
21 chemicals in the plastic of the bottled water. So then again.  
22 But those are just a few of my concerns.

23 Of course, my main concern is the rate increase.  
24 They are saying Zephyr Shores is going up 150 percent. It  
25 would be a sacrifice for us to handle that, and we could

1 probably handle it, but there are people in our community that  
2 I know cannot handle that, and I don't know what these people  
3 will do when they start getting water bills that are going up  
4 that high. They just can't pay them, and you have to have  
5 water. You really have to have water in your home. And I feel  
6 that that is really far above and beyond what people can  
7 handle. Along with everything else going up at such a rate.

8           The other thing is we have no choice. We can't go  
9 somewhere else to get our water, so we have to deal with Aqua,  
10 which I must say that we were at the meeting in Lakeland. We  
11 asked for a cover to be put on an open place down by our pond.  
12 They were there the next day, and they came and they covered  
13 the place it was. And they put a cover on it, and it was done  
14 very successfully. And they were right there and did what they  
15 said they would do. That's about it. Thank you.

16           **COMMISSIONER EDGAR:** Thank you, Ms. Ellis.

17           And I was also just going to say thank you for the  
18 follow-up on the issue that you had raised before. It is good  
19 for us to hear that.

20           **MS. ELLIS:** Uh-huh.

21           **MR. SCHLEICHER:** Hi.

22           **MR. REILLY:** John Schleicher.

23                           JOHN SCHLEICHER

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

## DIRECT STATEMENT

**MR. SCHLEICHER:** How are you this afternoon?

My name is John Schleicher, spelled S-C-H-L-E-I-C-H-E-R. I live at 34924 Zephyr -- I mean, Adam Avenue, Zephyrhills, Florida. That is why I am having problems, because I'm from Michigan. I moved down here in April and bought a real nice -- a real nice house, or a trailer, double-wide. And the toilets flushed fine, so we had -- but we had to go up and get the rest of our stuff. We was gone two months. We came back and flushed the toilets for about three or four days, and it was stopped up. I said what the heck is going on? So we tried to plunge it. We got water coming back. And so I had to call a plumber. I didn't know that that was Florida's responsibility to make sure that the water goes past the Y. I was told after I called the plumber that that wasn't -- you didn't have to do that --

**UNIDENTIFIED SPEAKER:** We can't hear.

**MR. SCHLEICHER:** -- you didn't have to do that. That Florida was supposed to be able to do that. So I was wondering, is there a rights and responsibilities that they put out for the customer, new customers, because I didn't receive anything like that, and so that's about all I have.

**COMMISSIONER EDGAR:** Okay. Let me ask this question.

**MR. SCHLEICHER:** Oh, wait a minute. One other thing.

**COMMISSIONER EDGAR:** Go ahead.

1           **MR. SCHLEICHER:** I worked for a company for 33 years,  
2 and it was a union company. And we got three percent raises,  
3 but it took three years to get the three percent, one percent a  
4 year. Let's give them one percent a year and give them 125  
5 years for Zephyrhills -- oh, Zephyr Shores Estates is where I  
6 am from. Okay. Give them one percent a year. That would be  
7 fine as long as they give us the good water. I have bad water,  
8 too. So we have got osmosis, reverse osmosis. Any questions?

9           **COMMISSIONER EDGAR:** Mr. Durbin, I'm wondering if we  
10 have any material here with us or that we could point to that  
11 would help to maybe lay out responsibilities on each side of  
12 the meter.

13           **MR. SCHLEICHER:** Well, I am no longer needing that  
14 now because I know who is responsible.

15           **COMMISSIONER EDGAR:** You don't need that? Well, let  
16 me just ask the question, so if there are others, and so that  
17 we are clear on what may be available.

18           **MR. DURBIN:** Yes, ma'am. I have some brochures out  
19 there called "Your Water and Wastewater Service." It basically  
20 outlines rights and responsibilities.

21           **MR. SCHLEICHER:** But do they give it to the customer  
22 when they come, the new customers? Like when you sign up  
23 for -- when you try to get water.

24           **COMMISSIONER EDGAR:** I understand your question, as  
25 far as for somebody moving into the system.



1           **MR. SCHLEICHER:** Right.

2           **COMMISSIONER EDGAR:** I don't know if that would be  
3 something that maybe the utility could consider with new  
4 sign-ups. If you would like to respond to that now, you  
5 certainly may, or if you want to.

6           **MR. LIHVARIK:** We'll take it into advisement.

7           **COMMISSIONER EDGAR:** So I think it is an excellent  
8 suggestion.

9           **MR. SCHLEICHER:** Yes. I didn't call them afterwards,  
10 either, because I figured it was my responsibility.

11           **COMMISSIONER EDGAR:** Thank you. And we appreciate  
12 you bringing that to our attention.

13           **MR. REILLY:** Did Mr. Ellis, Robert Ellis want to add  
14 some comments?

15           **COMMISSIONER EDGAR:** Mr. Ellis, come forward.

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

19                               DIRECT STATEMENT

20           **MR. ELLIS:** I live at the same address as Janice.

21           The reason I came up, too, was I am also president of  
22 the association at Zephyr Shores, and I'm real glad to see  
23 American Condo here this time, too. And I hear some stories  
24 that have been straightened out immediately and some stories  
25 that seem to take forever to fix. And one day it looks like

1 they are really trying to help us out and get things  
2 straightened out, and the next day it falls apart with the next  
3 person I talk to. So, you know, that's part of what I  
4 encounter.

5           The quality is the biggest thing. We did have a lady  
6 behind us, and they spent a half a day trying to straighten her  
7 lines out for her. They flushed the lines out and all of that  
8 kind of thing. And I haven't talked to her recently since that  
9 was done to see how she made out. But she was having trouble  
10 with colored water and her white things having a color to them,  
11 a shade to them, which we didn't pay too much attention to. It  
12 accumulates with each washing. And I noticed myself with  
13 handkerchiefs. That after a certain amount of time I might buy  
14 some new ones, and they are not anywhere near as white as you  
15 thought they were. But it wasn't anything that we paid  
16 particular attention to until she spoke to us. But there is  
17 still a lot of quality of the water problems.

18           We don't think it is not -- it is not safe to drink  
19 by standards that are set by the federal and state and county,  
20 you know, whoever sets the particular standards. Yes, they are  
21 up to those standards, as far as we know. But it's things  
22 beyond those standards that they really should pay attention  
23 to, because it is affecting these meetings when they want to  
24 have an increase. They would really be helping themselves if  
25 they would back up a few steps and pay more attention to the

1 quality.

2 **COMMISSIONER EDGAR:** Thank you, Mr. Ellis. I  
3 appreciate your comments.

4 **MR. REILLY:** The next witness is William Davis.

5 **COMMISSIONER EDGAR:** And while Mr. Davis is coming  
6 forward, Commissioners, and Jane, I think maybe three or four  
7 more, and then take a short break, because I know I will need a  
8 stretch, and then we will come back.

9 WILLIAM W. DAVIS

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

12 DIRECT STATEMENT

13 **MR. DAVIS:** Hello. I'm William W. Davis, 35158 Danny  
14 Drive, Zephyrhills, Florida 33541. We have been in this park  
15 for 20-some years. We have had at least three companies in  
16 there. I think this is the worst company we have ever had.  
17 (Applause.) I myself drink water that goes through a Brita  
18 filter. My wife, she does not drink that stuff. She goes and  
19 buys Zephyrhills water to drink.

20 Across the -- catty-corner across from us, there is a  
21 lift station. Quite frequently there is a red light that goes  
22 on over there, apparently, something is malfunctioning, and it  
23 is on for hours at a time. I have never been told, I don't  
24 know that anybody has ever been told who to call when that  
25 light is on. Or whether we have to pay our phone bills to

1 call, then or whether you have got to call an 800 number. We  
2 would like to know.

3 I retired as a school teacher back in 1977. I get a  
4 three percent raise each year. Back in 1977, I was earning  
5 \$50,500 -- oh, it was less than that, as a master teacher, and  
6 the salary wasn't too great. And since then inflation has  
7 really eaten us up. My wife broke her leg and smashed her knee  
8 a couple of years ago and was in the hospital from, I think it  
9 was September 3rd to December 22nd, except for about three days  
10 she was home in the meantime. And we had to build a totally  
11 handicapped home for her. And we're on a financial problem.

12 Another thing. We have many, many widows, several  
13 widowers in our park. They are living on Social Security.  
14 They are a little better off than I am, but -- I mean, I'm a  
15 little better off than they are, but some of them are really  
16 hurting. But an increase like this, it is really going to hurt  
17 us.

18 Now, I do own a house right next to me, our original  
19 one. We rent it three months of the year, but we have to pay  
20 this exorbitant rate for the other nine months. I don't know  
21 whether we can afford to hold or not. We will probably have to  
22 leave it empty because the water bill will cost more than I can  
23 get for rent.

24 I appreciate your calling me up here, and thank you  
25 very much. Any questions?

1           **COMMISSIONER EDGAR:** Thank you.

2           Mr. Reilly, why don't we have two more customers, and  
3 then we will take a short break.

4           **MR. REILLY:** Very good.

5           John Healy.

6           **COMMISSIONER EDGAR:** Sure. And while Mr. Healy is  
7 coming forward, Mr. Willis -- Mr. Willis, I think we have a  
8 question for you.

9           **COMMISSIONER McMURRIAN:** I just wanted to follow up  
10 on Mr. Davis' question about who to call. I was thinking that  
11 there is some requirement to let -- that there is some way the  
12 customers are informed about where they are supposed to call if  
13 they have a problem. But maybe I'm --

14          **MR. WILLIS:** No. The bill is supposed to contain a  
15 an address and phone number where you can call if you have a  
16 complaint, which is the utility's address. And, also, it  
17 contains -- well, they are -- the utility is supposed to notify  
18 the customers of the actual 1-800 number for the Commission.

19          **COMMISSIONER McMURRIAN:** Isn't there a number that is  
20 supposed to be posted at the lift station or something, too, if  
21 someone sees --

22          **MR. WILLIS:** Yes, there is. There is a requirement  
23 in our rules that they post an emergency number at their water  
24 plant site, wastewater plant site, and any lift stations.

25          **COMMISSIONER EDGAR:** Commissioner Argenziano.

**COMMISSIONER ARGENZIANO:** I guess what I would like to know, too, is what does the red light at the lift station mean? Can we find out that? Because if that is something that a customer sees, is it an emergency or is it something that you needs to be tended to?

**MR. LIHVARIK:** If you like, I can bring our area manager up from the south, and he can explain what the red light means. Do you want to do it now?

**COMMISSIONER EDGAR:** Here would be my suggestion, if this works. Let's go ahead -- Mr. Healy is being very patient, and we will take the next person, we will go on break, we'll that answered, and then when we go back on the record, we can have that to share that with everybody.

JOHN HEALY

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

## DIRECT STATEMENT

**MS. HELTON:** John Healy, 35036 Carl Avenue, Zephyr  
Shores, Zephyrhills.

When we first moved in four years ago we put about \$3,800 in a water treatment system because the water wasn't fit to drink, plus then it cost probably \$10 a month for salt. On the sewer end of it, we are charged \$9.94 a month for 1,000 gallons of water, but Aqua gets away with paying the county \$4.44. Plus then we've got the \$11.39 -- yeah, \$11.39 a month.

1 So in our 210 units, if there wasn't one drop of water used,  
2 Aqua takes in \$287,000. And then if in all our units the  
3 people average 2,000 gallons of water a month for six months,  
4 Aqua would pick up on their \$5.50 that they get over and above  
5 what the county charges them another \$138,000 a year, for a  
6 total of somewhere around \$425,000 a year. And the water just  
7 ain't fit to drink.

8 Thank you.

9 **COMMISSIONER EDGAR:** Thank you, Mr. Healy, for your  
10 comments.

11 **COMMISSIONER ARGENZIANO:** My question is again -- as  
12 we go to break in a minute, I think it would be most helpful,  
13 not only for me, but for the people here to find out what it is  
14 we are mandated by statute. And if we could do that very  
15 quickly -- and I think at any hearing that we go to, it would  
16 be very advisable to let people know what we have to do, what  
17 the Legislature tells us we have to give them as far as what  
18 they are allowed to recover, and what our responsibilities as  
19 far as -- and, OPC, if you would chime in here, too, what we  
20 can do as far as looking at if it was a prudent move, if there  
21 is quality, the things that we have jurisdiction over and the  
22 things we don't.

23 Because you all need to know that some of the things  
24 that they are allowed to recover is mandated by our Legislature  
25 and that we have no choice. When we're mandated, we are not

1 the policymakers, but we do have other avenues and other things  
2 that we could. And I think it would be most helpful for  
3 everyone to know which are which, and where we have  
4 jurisdiction. And if we could do that kind of in a nutshell, I  
5 think it would help, and I would appreciate that.

6 **COMMISSIONER EDGAR:** Thank you, Commissioner, for  
7 that suggestion.

8 Mr. Willis, we will look to you when we come back  
9 from break to make some brief comments to follow up on the  
10 comment that the Commissioner has raised.

11 **COMMISSIONER ARGENZIANO:** Thank you.

12 **COMMISSIONER EDGAR:** One more name, and then we'll go  
13 on break.

14 **MR. REILLY:** One more name. Roy Beynon.

15 ROY E. BEYNON

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

18 DIRECT STATEMENT

19 **MR. BEYNON:** I am Roy Beynon. I live at  
20 7621 Rosewood Drive, Jasmine Lakes in Port Richey.

21 And my main thing on that is for these people that  
22 installed these fancy meters to please get out there and put it  
23 in right this time. If an emergency happens in my house, which  
24 just did, how do you shut the meter off? It's supposed -- the  
25 meter switch is supposed to be on the top to shut it off. It



1 is not.

2 That is not the only one. Somebody is not doing  
3 their work out there supervising these people. They are not  
4 letting us know they are going to change the meters or anything  
5 else. This is something that this county is trying to bring  
6 our standards up and these people are holding us down.

7 One of the big things I always say is every company  
8 needs a profit, but, number one, how do we know how much profit  
9 they are making? We should have a list of everybody in that  
10 company in the supervision level what salary they are making  
11 now. So when we do get these rates in there, it don't go in  
12 their pocket, it goes back in our community like it's supposed  
13 to be doing.

14 I asked them before when I had the podium, if you  
15 people really want to make money, go to reclaimed water. I can  
16 take them down to St. Pete, they will be glad to explain to the  
17 company how they can set up a reclaimed water system so that  
18 the people can make some extra money. You don't have to take  
19 and gouge people and charge them these extra prices.

20 And as far as I am concerned, we should start  
21 learning how to take and cooperate with our community or the  
22 community they are working in. Just to put a bunch of people  
23 on the street, they don't have no uniform, they don't have no  
24 IDs, and right now this is bad. We have a lot of people. I  
25 live in Jasmine Lakes, and we have a lot of people that are

1 single and old in there and this is hairy on them. So I think  
2 we should start stressing with these people, if you want to get  
3 your standards up, bring it up altogether. It don't cost you  
4 anything to have IDs out there for these people to know what  
5 you are doing.

6 I thank you.

7 **COMMISSIONER EDGAR:** Thank you.

8 We have been here for at least two hours, and maybe a  
9 little longer for some of you who came early. I could use a  
10 stretch. So the clock on the wall says a few minutes  
11 after 6:00. We will come back at 6:15. Okay. We will come  
12 back at 6:15 and we will start back up then.

13 (Off the record.)

14 **COMMISSIONER EDGAR:** Okay, folks, we are going to get  
15 started again. And right before we went on break, Commissioner  
16 Argenziano, you had raised some questions and some comments.  
17 So let's start with that, and we have asked Mr. Willis to  
18 respond.

19 **COMMISSIONER ARGENZIANO:** Thank you.

20 **MR. WILLIS:** Thank you, Commissioner.

21 Two questions came up that you asked me to respond  
22 to, and I will take the easy one first. You asked about what  
23 the red light meant on the lift station, and I will tell you I  
24 asked the company, and it's exactly what it is everywhere I  
25 have ever been, it's an emergency light. And what it means is

1     there is a malfunction at the lift station.

2             This company, I asked them if they had their  
3     emergency number down there, and they said there is a placard  
4     on the lift stations that has the emergency number. And what  
5     that means is that if you see that red light, you would call  
6     the emergency number and the company would respond and take  
7     care of the situation. But that's what the red light means.

8             **COMMISSIONER ARGENZIANO:** Thank you for that.

9             But is there some way the company knows? I mean,  
10    let's say it happened during the night and nobody saw the red  
11    light. Is there some type of technology that transfers that to  
12    the company?

13            **MR. WILLIS:** Yes, there is, Commissioner. There is a  
14    telemetry device that you can put on there that goes with the  
15    telephone which would notify the company. On the one that the  
16    customer was talking about, they don't have that type of device  
17    hooked up to that lift station. Many they do, but some they  
18    don't.

19            **COMMISSIONER ARGENZIANO:** Thank you.

20            **MR. WILLIS:** Now, the second --

21            **COMMISSIONER EDGAR:** The second question.

22            **MR. WILLIS:** The second question you had was the  
23    Commission's power by statute and exactly what we can look at  
24    in a rate case. And to answer that question I would like to  
25    speak directly from the statute. It comes from Chapter

1 367.081, which is the water and wastewater rate case statute we  
2 call it. And the Legislature, basically, has given the  
3 Commission the power to fix rates which are just, reasonable,  
4 and compensatory, but not unfairly discriminatory. The statute  
5 basically goes on to say that the Commission shall consider the  
6 value and the quality of the service, the cost of providing the  
7 service, which shall include, but not be limited to the debt  
8 interest, the requirements of the utility for working capital,  
9 maintenance, depreciation, tax, and operating expenses incurred  
10 in the operation of all property used and useful to the public  
11 service, which includes a fair return on the investment of the  
12 utility and property used and useful in the public service.

13 And what that basically says is that the Commission  
14 must consider all of these costs, the rate of return, the  
15 capital improvements of the company, the capital investment,  
16 and that our role is that of a prudence role. That we,  
17 basically, are sitting -- or you are sitting there as  
18 Commissioners looking at the prudence of all of these costs  
19 that are outlined in the statute, and you will make a judgment  
20 on that cost.

21 Does that answer your question, Commissioner?

22 **COMMISSIONER ARGENZIANO:** So to make it clear, the  
23 statute says we shall, as you indicated, but we can look at the  
24 prudence of an expenditure to upgrade a plant, let's say. And  
25 if it is deemed prudent, okay, we are trying to solve a problem

1 that we have. We have an old rusted out such and such pipe,  
2 and it is prudent to bid it out and they got it, and it is  
3 prudently spent, and we cannot deny that. But we can look at  
4 issues such as quality, customer service, some things in that  
5 respect that could weigh into the decision?

6 **MR. WILLIS:** Absolutely. And the statute does go a  
7 little further on rate of return and allows the Commission to,  
8 basically, lower the rate of return for a company if quality of  
9 service is found to be unsatisfactory by the Commission.

10 **COMMISSIONER ARGENZIANO:** I remember that, because I  
11 think I read that at the last customer hearing that we had.

12 **MR. WILLIS:** That is in the statute.

13 As far as prudence goes, it is not only prudence of  
14 whether the cost was the lowest type bid cost, the most  
15 reasonable cost, but it could also be a cost from an investment  
16 which you might consider should not have been done because it  
17 wasn't a prudent type of investment that the company needed. I  
18 mean, there are -- you can go a little bit further than just  
19 the prudence of the cost.

20 **COMMISSIONER ARGENZIANO:** I'm sorry. And I guess  
21 part of what I'm trying to get at in some places is that if a  
22 company has had problems over the years and is truly trying to  
23 get to the right place, you have to look at some of the things  
24 that may be prudent to get there, the costs that may be  
25 expended to get there.

1           **MR. WILLIS:** Yes, Commissioner.

2           **COMMISSIONER ARGENZIANO:** And I guess if anybody  
3 comes up -- in some places we have heard where some problems  
4 have been solved and some problems were exacerbated in places  
5 where the meters, the new meters they were adding on zeros and  
6 making the problem a lot worse than it was. And I guess I  
7 would like to know, because at some point people need to have  
8 good water to drink, and the company, as the statute says,  
9 needs to be reimbursed for things that are prudently incurred  
10 and necessary. But I guess instead of getting to a point where  
11 you hear four years of complaints and, understandably, good  
12 complaints and legitimate complaints, you should be able to  
13 drink the water that you pay for. But at some point if the  
14 company is on a correction mode, I would like to know -- I  
15 mean, I would like to hear from the people as well as staff  
16 finding out are they actually ever going to get there or can  
17 they get there by doing some of the things they are asking,  
18 because I think that's critical, too.

19           And then, of course, finding out if it's worth the  
20 cost. And I don't need to go on, because I want to hear from  
21 the people. But I just wanted to make sure that the people  
22 hear the same thing we have to hear and understand what we can  
23 and cannot do. So, thank you. Thank you.

24           **MR. WILLIS:** You're welcome.

25           **COMMISSIONER ARGENZIANO:** I appreciate that.

1           **COMMISSIONER EDGAR:** Thank you.

2           Commissioner Skop.

3           **COMMISSIONER SKOP:** Thank you, Madam Chair.

4           That is the same question I had on the basis point  
5 production, so I think Mr. Willis addressed that, that we do  
6 have the Commission discretion to look at the prudence as well  
7 as the management performance in terms of making our decision  
8 as part of the appropriate 50 basis points pursuant to a  
9 Florida Supreme Court decision. Thank you.

10          **COMMISSIONER EDGAR:** Mr. Reilly.

11          **MR. REILLY:** Thank you. Bill Renner.

12                               BILL RENNER

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

15                               DIRECT STATEMENT

16          **MR. RENNER:** My name is Bill Renner. I reside at  
17 35108 Condominium Boulevard, Zephyrhills. We are through  
18 Zephyr Shores water.

19               I'm like a lot of other people who have already  
20 spoken here this evening, but I'm putting in my two cents, too.  
21 The water, the color, the smell, and it does gel. If you put  
22 it into a container and let it sit overnight, things will float  
23 in it that would normally sink. I'm not talking about potatoes  
24 or something like that, but I'm talking about something that  
25 wouldn't normally sink, it doesn't sink.

1           Two, if Aqua Water is asking for this much of an  
2   increase, did they operate at a loss last year? And if they  
3   did, how much? Along the same line, this gentleman over here  
4   from Aqua stated that they are going to do a lot of work at  
5   Jasmine Lakes. I don't live in Jasmine Lakes. How about the  
6   rest of Pasco County? Are they going to do anything there?

7           My wife is going to shoot me. I'm not telling  
8   everything she wants me to tell.

9           Anyway, regarding the reading of the meters, I know  
10   we don't have the new meters. And my meter here, not too long  
11   ago was under about five inches of mud, corruption, and a few  
12   other things. A man came by riding on the back of a pickup.  
13   Now, there's two men, one driving and one reading. They never  
14   stopped. He seemed to be pointing, there is a meter, there is  
15   a meter, there is a meter. About four days later we got a bill  
16   from the water company stating that it was an estimate. We  
17   called them and asked them why an estimate and not a reading.  
18   They informed us that there is not enough people residing in  
19   our park for them to take the time to read every meter at that  
20   time of the year. Now, I don't think that's right.

21           And one more thing. I wrote the Public Service  
22   Commission a letter, and I want to thank you for your answer,  
23   but I hope that you take into consideration the last paragraph  
24   of your letter: You are entitled to receive safe, reliable  
25   utility services at reasonable rates. The Commission is



1 charged with making sure that companies in Florida, including  
2 Aqua, fulfill their service obligations. I hope that you do  
3 that.

4 Thank you.

5 **COMMISSIONER EDGAR:** Thank you.

6 **MR. REILLY:** We have a husband and wife team, Joseph  
7 and Pauline Breton.

8 **MS. BRETON:** I'm in agreement with all from American  
9 Condo.

10 **COMMISSIONER EDGAR:** Okay. Ms. Breton would like to  
11 state for the record that she is in agreement with other  
12 comments that we have heard from the area in which she resides.

13 **MR. REILLY:** And she speaks for Joseph.

14 **COMMISSIONER EDGAR:** And she speaks for her husband.  
15 I'm seeing -- I'm seeing a nod.

16 **MR. BRETON:** I'm here physically to support the  
17 group.

18 **COMMISSIONER EDGAR:** Thank you.

19 **MR. REILLY:** Okay. Our next witness is Kristle  
20 Rodriguez.

21 **COMMISSIONER EDGAR:** Ms. Rodriguez.

22 KRISTLE RODRIGUEZ

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

25 DIRECT STATEMENT

1           **MS. ROGERS:** Kristle Rodriguez, 7601 Rosewood Drive,  
2 Port Richey, Florida 34668, and I live in Jasmine Lakes. I  
3 have been there six months. I moved to the area and -- I moved  
4 there because grandma lives next door. The other day when I  
5 told her I was coming to this hearing, she said, well, my bill  
6 is astronomical. We're four people in the family. We have a  
7 bill of about \$85, and that's what most people have said here,  
8 but grandma has one for \$85. She is one person, and why is her  
9 bill the same as mine?

10           The other thing is I've also noticed, which people  
11 have brought up here, the ring in the bathroom. And I was  
12 wondering -- you know, I clean like crazy, bleach like crazy,  
13 but it is still there. And today I realized why it's there.

14           The other thing is, no offense to any of the seniors  
15 that are here, but we are four in a family. We only make  
16 40,000 a year. I work for Pasco County Schools, we are not  
17 getting a raise, and our bill is still going up. Earlier this  
18 year my husband lost his job, and he had to take a part-time  
19 job working. We have a college student in the house and my  
20 little daughter, and that is all four of us in the house for  
21 that kind of money. There is no way we can go with this  
22 increase.

23           I have a co-worker who also could not make it here,  
24 and she asked me to please speak for her, as well. She is a  
25 single mom with also a college student trying to pay for both

1 of them and still the water is doubling. And I notice on the  
2 bill that it said that -- it said what my bill would be, and it  
3 is exactly double. And I don't see how I can possibly pay \$170  
4 a month on water.

5 Thank you.

6 **COMMISSIONER EDGAR:** Thank you, Ms. Rodriguez.

7 **COMMISSIONER ARGENZIANO:** Thank you, Ms. Rodriguez.

8 I just have a quickie because I know we have a lot of people to  
9 go. When the company estimates bills, what is it based on, and  
10 couldn't they estimate low rather than high? (Laughter.)

11 No, I'm serious. I mean, couldn't you say to them,  
12 why don't you estimate on the low side if you are not reading  
13 the meters? Why is it done so high, and I would like to know.

14 **MR. WILLIS:** I can't tell you why Aqua Utilities does  
15 what it does, but a company would normally estimate on a  
16 customer's prior usage. They would look at the history of that  
17 customer and they would estimate. The company should only  
18 estimate when it is impossible to read the meter.

19 **COMMISSIONER ARGENZIANO:** Is there anything in our  
20 rules or statutes that indicates -- I believe so, but I want it  
21 on the record -- anything that indicates that estimating, we  
22 can require that they not estimate?

23 **MR. WILLIS:** You can require a company not to  
24 estimate continually. There are times when the company has to  
25 estimate if there is a car on top of the meter box.

1                   **COMMISSIONER ARGENZIANO:** Right.

2                   **MR. WILLIS:** It is almost impossible for them to come  
3 back and still meet their cycles. Electric companies do it at  
4 times when they can't get into a fence, there is a fenced in  
5 area. There are circumstances where you have to allow a  
6 company to estimate, but a company should not normally estimate  
7 a lot.

8                   **COMMISSIONER ARGENZIANO:** So that is something we can  
9 look into, also, as to why they are estimating bills?

10                  **MR. WILLIS:** Yes, Commissioner, exactly.

11                  **COMMISSIONER EDGAR:** Thank you.

12                  Mr. Reilly.

13                  **MR. REILLY:** Our next witness is Marilyn Davis.

14                  **COMMISSIONER EDGAR:** Ms. Davis.

15                                  MARILYN J. DAVIS

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

18                                  DIRECT STATEMENT

19                  **MS. DAVIS:** Hi. Thank you for coming today and  
20 hearing us. I'm Marilyn Davis, 35158 Danny Drive, and we are  
21 with the Zephyr Shores Division. And we moved here January 1st  
22 of 1985 into our park, and we have seen rate increases,  
23 obviously, from one company to the other when they changed, but  
24 they have been reasonable rate increases that we really haven't  
25 objected to. And in the past we used to not be charged if we

1 didn't -- if we weren't there, like if we were gone five or six  
2 months we were not charged for it. But now we are charged  
3 whether we are there or not, and I don't think that's really  
4 fair. And I said I get a big increase this year, one dollar in  
5 my Social Security. It's going be a little hard to stretch it  
6 over the way the bill is going up over 100 percent.

7 Thank you.

8 **COMMISSIONER EDGAR:** Thank you.

9 **MR. REILLY:** We have another husband and wife team,  
10 Richard and Sandy Baxter.

11 **COMMISSIONER EDGAR:** Mr. and Mrs. Baxter.

12 RICHARD G. and SANDY BAXTER  
13 appeared as a witness and, swearing to tell the truth,  
14 testified as follows:

15 DIRECT STATEMENT

16 **MS. BAXTER:** Hello. Can you hear me?

17 **COMMISSIONER EDGAR:** We can.

18 **MS. BAXTER:** I'm Sandy Baxter, and I live at  
19 4802 Elwana Way at Zephyrhills 33541, and Zephyr Shores is the  
20 water supply. All right.

21 Well, one thing, you had a rate increase  
22 approximately in November, and at that time you were saying you  
23 were going to read meters, and you read the meter. You didn't  
24 read the meter in November, December, and January, and you had  
25 a rate increase. You waited until you got the rate increase in

1 January. You gave a two-month, at least a two-month bill for  
2 that time, which I called. Nothing was done, nothing was done  
3 about it just because they estimated it or whatever they did  
4 do.

5 And the water is not good. It leaves rings. You can  
6 put a glass -- you can put it up to your -- and you can see  
7 particles going through it. And when you boil the water, it  
8 leaves a white cast around your pan, just boiled water without  
9 nothing in it. And I had a dog to get sick, not saying  
10 anything, and my veterinarian said to give him distilled water,  
11 not give him Zephyrhills water.

12 The increase is ridiculous. So I cannot say that the  
13 seniors will -- Florida is here to have the people come. If  
14 everybody of us do not come here, Florida is not going to be  
15 Florida. There is going to be six months that they are not  
16 going to have the people that are coming in. I'm here  
17 full-time now, but there's a lot of people that aren't.

18 **COMMISSIONER EDGAR:** Thank you.

19 **MS. BAXTER:** Say your name.

20 **MR. BAXTER:** Richard Baxter, American Condos, and I  
21 would like to say there is a lot of us here, and we are  
22 retired. And let's face it, there's just not the money there  
23 to pay the increases these people are asking for. And you have  
24 got to take that all into consideration of what they're asking  
25 for.

1 Thank you.

2 **COMMISSIONER EDGAR:** Thank you, Mr. Baxter.

3 **MR. REILLY:** The next witness is Valerie Rogers.

4 VALERIE ROGERS

5 appeared as a witness and, swearing to tell the truth,  
6 testified as follows:

7 DIRECT STATEMENT

8 **MS. ROGERS:** Valerie Rogers, 7816 Lotus Drive, Port  
9 Richey. I'm in Jasmine Lakes.

10 As to your statement before about estimate billing,  
11 you mentioned that they do the lowest of your estimate billing.  
12 No, they don't. They take your highest month for your estimate  
13 billing. For ten months I tried to get rectified from  
14 estimates to actual reading, and I called them month after  
15 month after month until finally someone came out and read my  
16 meter, because they kept billing me for a high estimate bill  
17 which I paid every month. So, finally, I received a bill. My  
18 normal usage is approximately 2,300 gallons. That's  
19 2,300 gallons. So in February of this year I received a bill  
20 for 21,800 gallons. They read my meter, and that's what they  
21 said I used.

22 After we discussed it back and forth a few times with  
23 Aqua -- and it takes some time to get through on the phone, and  
24 you are on hold, and then you are disconnected. Eventually, I  
25 did get it rectified, but a lot of aggravation later I did

1 eventually get it rectified. That's one of my complaints.

2 Okay. Another one concerns again with the water.

3 Yes, you have black rings around your toilets, and if you don't  
4 consistently clean the bottom of your shower it does  
5 permanently stain your tile. You cannot get that stain out of  
6 that tile.

7 Also, I have three filters on my water, and I  
8 hesitate to drink my water. I have two of them, also, on my  
9 refrigerator for my ice, and I do serve ice to people. The  
10 thing is, if you let that ice sit in a glass for a period of  
11 time, you will have solid residue in the bottom of your glass.  
12 So the water is not quality water that we are paying for.

13 I'm sorry, I did not bring with me their quality  
14 report that they give us. I happen to be one of the corner  
15 houses and one of the stations that is periodically asked for  
16 water. So, I do my duty, and I fill up their jug of water.  
17 Well, the last quality report that we received, it stated in  
18 there that there was one of these chemicals found, and I don't  
19 remember the name. It was crypto something or other. And it  
20 is dangerous for young children or for people with compromised  
21 immune systems to drink our water because of this chemical in  
22 there.

23 **COMMISSIONER ARGENZIANO:** Ms. Rogers, you said it was  
24 crypto. Was it cryptosporidium?

25 **MS. ROGERS:** I'm not sure of the --



1           **COMMISSIONER ARGENZIANO:** Does the company know?  
2 Because that's not a chemical. That is a microorganism.

3           **MS. ROGERS:** I had asked -- I asked some of the  
4 people out in the lobby if I they had a copy of the report, and  
5 no one had a copy of the report, and I didn't bring it with me.

6           **COMMISSIONER ARGENZIANO:** I'm sure we can find out.

7           **MR. WILLIS:** We can find out.

8           **COMMISSIONER ARGENZIANO:** Thank you.

9           **MS. ROGERS:** I mean, my mother was -- she recently  
10 passed away, but she had a compromised immune system, so we  
11 were strictly bottled water.

12                   Also, don't leave water in the teapot. Always dump  
13 it out, because it grows stuff inside.

14                   Thank you.

15           **COMMISSIONER EDGAR:** Ms. Rogers, I'm sorry.

16           **MS. ROGERS:** I'm sorry.

17           **COMMISSIONER EDGAR:** That's okay. I think  
18 Commissioner Skop wanted to ask you a question.

19           **COMMISSIONER SKOP:** Thank you, Chairman.

20                   Ms. Rogers, a quick question. You know, I  
21 wholeheartedly agree with you that customers shouldn't have to  
22 call multiple times to resolve an issue on this.

23           **MS. ROGERS:** Oh, it took actually 300 days, is what  
24 it took.

25           **COMMISSIONER SKOP:** That is just unacceptable. When

1 you called initially, what were you told? Did they attribute  
2 it to --

3 **MS. ROGERS:** They told me that they would send  
4 someone out and they would read the meter every single time.  
5 They would send someone out to read the meter. But that meter  
6 was under so much grass. They never read the meter.

7 **COMMISSIONER SKOP:** Did they ever tell you on the  
8 phone that you might have a leak or something like that, or to  
9 check for leaks?

10 **MS. ROGERS:** No, because originally they replaced the  
11 meter way back in March of '07.

12 **COMMISSIONER SKOP:** Okay. So you have one of the  
13 radio frequency meters now, right?

14 **MS. ROGERS:** I do not know for sure, because it's  
15 still under grass, so I can't tell you. I don't know.

16 **COMMISSIONER SKOP:** It's radio frequency. If it was  
17 under grass they would still be able to read it when they would  
18 drive by. But just one point of resolution. When you called  
19 multiple times -- and I'm sorry that you had to go through  
20 that -- but in resolution of truing up the estimate to the  
21 actually meter reading, if there was an overread, did they  
22 issue a refund in your favor?

23 **MS. ROGERS:** Yes. I didn't have to pay a bill for a  
24 month and a half.

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

1           **MS. ROGERS:** Yes.

2           **COMMISSIONER EDGAR:** Commissioner Argenziano.

3           **COMMISSIONER ARGENZIANO:** I believe what I was  
4 stating before that what compounded some of the problems was  
5 the time when they changed those meters over and went to that  
6 type of meter, the error was they were adding a zero. And that  
7 made -- that sounds like what I heard over and over. And that  
8 is what I'm saying, these were things that were to correct the  
9 problems, but then because they were reading it the wrong way,  
10 they compounded the problems in many cases. Did they then tell  
11 that that was the problem, and maybe that was the problem,  
12 which has then since been resolved. So I'm hoping that goes  
13 away now.

14           **MS. ROGERS:** They were estimating me between 3,000 to  
15 4,000 gallons when I only used 2,300.

16           **COMMISSIONER ARGENZIANO:** Right. And then in  
17 February I think you said they came back out, and they read the  
18 meter.

19           **MS. ROGERS:** Yes, they actually read --

20           **COMMISSIONER ARGENZIANO:** But they got you for 21,000  
21 instead of probably 2,100. They added that extra zero, as I  
22 have seen in many other places, and that was the problem that  
23 made it worse. Because here they were trying to correct a  
24 problem with new meters and a mistake occurred, and they  
25 couldn't get it taken care of quick enough. I am hoping that

1 now that will not become a problem any more with you. But,  
2 unfortunately, you had to go through that period of time. And  
3 I just wanted to make that clear, that that is, I think, what  
4 Commissioner Skop was trying to get at. And that was one of  
5 the problems that just exacerbated more customer -- what word  
6 do I want to use?

7 **COMMISSIONER EDGAR:** Angst.

8 **COMMISSIONER ARGENZIANO:** Angst.

9 Thank you, Madam Chair.

10 **COMMISSIONER EDGAR:** Commissioner Skop.

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

12 Just one quick follow-up with respect to since they  
13 now have replaced your meter -- and we've heard that problem  
14 about when they put it in, they have to do a read, but they may  
15 have misread by adding the extra zero. But has your billing  
16 been more accurate since they replaced the meter, or more  
17 consistent?

18 **MS. ROGERS:** No, it hasn't been consistent at all.  
19 It's high one month, low the next, high the next month, low the  
20 next.

21 **COMMISSIONER SKOP:** Could that be due to your change  
22 in water consumption?

23 **MS. ROGERS:** No. I'm one person. I did have company  
24 one month, but other than that, I am one person.

25 **COMMISSIONER ARGENZIANO:** I have a follow-up to that.

1 I'm sorry.

2 **COMMISSIONER EDGAR:** That's okay. Commissioner  
3 Argenziano.

4 **COMMISSIONER ARGENZIANO:** But it didn't go from 2,100  
5 to 2,400 to 24,000 again? That is what we are trying to get  
6 at.

7 **MS. ROGERS:** After the 21,800 gallons, then it went  
8 back to being either 2,300 gallons to 2,100 gallons,  
9 2,400 gallons.

10 **COMMISSIONER ARGENZIANO:** More of a normal  
11 fluctuation, rather than --

12 **MS. ROGERS:** Yes. It stayed more normal for a few  
13 months, and now it is back fluctuating again.

14 **COMMISSIONER ARGENZIANO:** But nowhere near the  
15 24,000?

16 **MS. ROGERS:** Oh, no, no, no. I will be on the phone.

17 **COMMISSIONER ARGENZIANO:** Thank you.

18 **MS. ROGERS:** Thank you.

19 **COMMISSIONER EDGAR:** Thank you very much. I  
20 appreciate your comment.

21 **MR. REILLY:** The next witness is Maryann Bologna.  
22 And after her, Ilene Steele. I think they are driving  
23 together.

24 **COMMISSIONER EDGAR:** Okay.

25 **MS. BOLOGNA:** We are together.

MARYANN BOLOGNA

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

DIRECT STATEMENT

**MS. BOLOGNA:** I am Maryann Bologna. I live in Palm  
Terrace Gardens, 7901 Greybirch Terrace.

Everyone has mentioned the quality of the water is a  
problem, and it really is. Sometimes I have -- I fill a pot,  
and I'm thinking that I have soap in the pot. And I will fill  
it sometimes two and three times. We have that white stuff  
that floats to the top. We have a ring in our toilet that will  
not come off. I have even scrubbed it with every kind of  
chemical that I could think of, and it's a permanent ring.  
Lime, we have terrible problems with lime.

So about three years ago we put in reverse osmosis,  
because my grandchildren were drinking the water. And then  
when we would get a -- we were told what the chemicals were and  
the quality of our water when we would get notified about the  
quality, I didn't want them drinking the water. And I was  
afraid they would be sick. So, now as -- that's an expense  
that we have to bear all the time now, salt, maintaining this.

But I want to know why a lot of the other utility  
companies -- when I ask other people how much are your bills?  
Their bills are like \$20 a month less than our bills. They  
have the same amount of people in their family. We have a

1 subdivision that is right next to us. And their bills are like  
2 25, \$30 a month less than ours. How come that company can go  
3 on that amount, and this company has to be so high? And they  
4 constantly ask for raises, and big raises, too. I mean, we are  
5 stuck with you, and it is a shame.

6 And, also, I wanted to know about the street lights.  
7 The street lights -- we have been paying for street lights  
8 forever. Now, it seems that the electric company -- we have  
9 spoken with them. My neighbors have spoken with them. They  
10 are not aware of this. They don't know, no one in the electric  
11 company seems to know what's going on with the money that is  
12 collected with the street lights. They are not even aware that  
13 Palm Terrace is paying for that. So I just want to know. It  
14 just recently went up to \$2.29. It used to be \$2 a month. Are  
15 they -- are you sending it to the electric company? I mean, is  
16 this going to be forever?

17 And that's basically what I had to say.

18 **COMMISSIONER EDGAR:** Let me make just a brief stab.  
19 The street lights may be out of our area, but my question is  
20 when you are talking about paying for a cost, is that an  
21 assessment that goes to a neighborhood association?

22 **MS. BOLOGNA:** Well, no, it is supposed to -- it is  
23 supposed to go -- we pay it on our water bill, \$2.29 a month,  
24 and it was \$2. And the electric company -- I'm assuming the  
25 water company was sending it the electric company for the

1 lights. I don't see why that would be, but that's the way it  
2 has been.

3 **COMMISSIONER EDGAR:** Commissioner Skop wants to ask a  
4 question, and I'm going to ask Mr. Willis to follow up on that,  
5 because I do not have an answer, but I assure you that our  
6 staff will look into it.

7 Commissioner Skop.

8 **COMMISSIONER SKOP:** Thank you, Chairman.

9 Just a quick question. Would it be correct to  
10 understand that the water bill that you receive from Aqua has  
11 that charge on it?

12 **MS. BOLOGNA:** Yes, it does, because it has street  
13 lights.

14 **COMMISSIONER SKOP:** Or the water bill that you  
15 received from the homeowners association?

16 **MS. BOLOGNA:** No, from Aqua. So we have to really  
17 find out about where that money goes.

18 **COMMISSIONER SKOP:** Do you have a copy of that bill  
19 with you?

20 **MS. BOLOGNA:** Yes, I do.

21 (Simultaneous conversation.)

22 **COMMISSIONER EDGAR:** And I will look, and we will  
23 follow up, of course, but if you have a response that you can  
24 share with us, that would be great.

25 **MR. LIHVARCIK:** It is a charge that the county --



1 that we collect for the county, and the county then passes it  
2 through to FP&L. It's an ordinance that we are operating  
3 under.

4 **COMMISSIONER EDGAR:** Okay. A local ordinance?

5 **MR. LIHVARIK:** Yes.

6 **COMMISSIONER EDGAR:** Okay.

7 **MR. LIHVARIK:** And it's just a pass-through. We  
8 don't -- we don't make any money on it. We just pay it  
9 directly to the county.

10 **COMMISSIONER EDGAR:** Thank you for that  
11 clarification. That's helpful to me and, hopefully, to others,  
12 as well. And I appreciate you sharing this with us, too. And  
13 if you would -- Marshall, did you see this?

14 **MR. WILLIS:** No, I haven't seen it.

15 **COMMISSIONER EDGAR:** Would you mind letting Marshall  
16 take a look at that? And then we will ask our staff, as we have,  
17 to follow up with the company, and they can also follow up with  
18 FPL, as well.

19 Commissioner Skop, did you have additional?

20 **COMMISSIONER SKOP:** Just to staff, Madam Chair.  
21 Thank you.

22 Just if they could follow up and look at that  
23 ordinance, because I find it very strange that a regulated  
24 water utility, water and wastewater utility, has to collect a  
25 surcharge for electric utilities, unless the lights are on

1 their property, perhaps, I don't know.

2 **MR. WILLIS:** We will be happy to look at it.

3 **MS. BOLOGNA:** But I think that the electric company,  
4 the employees of the electric company should know when we call,  
5 you know, if we have any questions, you know, about it, they  
6 should be aware that we are paying this.

7 **COMMISSIONER EDGAR:** Commissioner Argenziano.

8 **COMMISSIONER ARGENZIANO:** What I would do is call  
9 your county commissioner. Since that's a county ordinance, I  
10 would call your county commissioner. Or then your city  
11 councilman and find out. Because if that ordinance was done by  
12 the city, then you need to call your city councilman, and say,  
13 hey, we can't even figure out, you know, where the money is  
14 going and the company is having to collect it. They are  
15 mandated to collect it by the ordinance. So now you want to  
16 know from them some accountability. Is it going and is that  
17 the --

18 **MS. BOLOGNA:** Right. Right. Exactly. Because we  
19 have been in the house for 30 years paying this. And, you  
20 know, recently my neighbor, she said she called the electric  
21 company, and they didn't even -- weren't even aware that they  
22 were receiving it.

23 **COMMISSIONER ARGENZIANO:** Your county, your city --  
24 excuse me, your city officials should know that. That is some  
25 kind of an arrangement within that association in your

1 community so they could keep the lights on. That's how they  
2 did it. But, I mean, if you want accountability, you need to  
3 call them and find out.

4 **MS. BOLOGNA:** Okay. We will do that. Thank you.

5 **COMMISSIONER EDGAR:** Thank you very much.

6 Commissioner Skop.

7 **COMMISSIONER SKOP:** Thank you, Madam Chair.

8 Just to staff, maybe Marshall. When staff is looking  
9 at that ordinance, would they look at that also in comparison  
10 to some jurisdiction we have to the extent that it's preemption  
11 of our jurisdiction over the ordinance?

12 **MR. WILLIS:** Sure, we will.

13 **COMMISSIONER EDGAR:** And, Mr. Deason, if you would --  
14 I see Ms. Rogers has a question, and I'm just not able to take  
15 questions from the audience. We need to go ahead and --

16 **UNIDENTIFIED SPEAKER:** She needs an answer to her  
17 question.

18 **COMMISSIONER EDGAR:** Okay. If you would get with  
19 Mr. Deason, and we can move through, and then if there is a way  
20 to pursue it, we will. But I do want to go in order.

21 Thank you.

22 And, Mr. Reilly.

23 **MR. REILLY:** Ilene Steele.

24 **COMMISSIONER EDGAR:** Ms. Steele.

25 ILENE STEELE

1 appeared as a witness and, swearing to tell the truth,  
2 testified as follows:

3 DIRECT STATEMENT

4 **MS. STEELE:** Hi. Ilene Steele, 11131 White Oak Lane,  
5 Port Richey, Florida, Palm Terrace.

6 Getting back to the street lights, I have called  
7 numerous times over the years and nobody knows anything.  
8 Nobody knows why, nobody says this. No, it's the city. I  
9 thought I our taxes provide us with city lights. Why do we pay  
10 for years and year and years, and it is not clear to me what  
11 that ordinance is. But, anyway, I just wanted to make a  
12 comment on that. But something should be done. I mean, you  
13 don't mind paying for a few, but this has been going on for  
14 30 years my mother has been paying and we pay now.

15 Anyway, I'm alone, and I take short showers. I  
16 hardly wash clothes, and my bill is always high. And I have a  
17 well, and I don't water -- they always say, well, you have a  
18 leak, you water your grass. I say, no, I have a well, and I  
19 don't have a leak. Plus the fact that these new meters when  
20 they were putting them in, they run faster, and my bill got  
21 higher. And when I called them about that, they said, well,  
22 the old meters ran too slow and weren't giving accurate water  
23 bills. That is the answer they gave me.

24 And then so now I have to buy water and that is an  
25 added expense, which it is for everybody else. I mean,

1 everybody tries to economize, of course, but you can only  
2 economize so much. And when you are alone, and you get bills  
3 for \$50 and \$60, that is ridiculous. And even two people,  
4 especially when you are economizing. And, you know, this has  
5 been going on for years. It just didn't happen now. This has  
6 been going on and on and on. And like we said, we don't mind  
7 some increases, but the greed in this world has taken over.  
8 And why should we have to pay wages when they should be paying  
9 wages. Why does it come out of our money? We don't get  
10 anything back from Social Security.

11 Like the lady said, I got 11 -- I got \$13 last year,  
12 and they took 11 back -- they took -- wait a minute. I got 13;  
13 they took 20 back in Medicare. So I didn't gain anything. We  
14 are not gaining anything. We're going backward, and it is  
15 really disgusting and disheartening, and I know everybody feels  
16 that way. I'm not the only one. But it's just that -- I'm  
17 glad that we can get up here and speak our mind and say what we  
18 feel, because we should -- you keep stuffing it and stuffing  
19 it. And you call people, and they go, well, that's the way it  
20 is. Well, why is that the way it is.

21 We have city lights. We have no county lights. When  
22 you call for why the lights aren't on from the pond on Ranch  
23 Road all the way to the golf course, well, that's county. I  
24 called the county; well, that's city. Who knows what is what  
25 any more? No lights here because it's county. No lights there

1 because it's city.

2 I asked, well, what is it, city or county? Nobody  
3 knows anything any more or they won't say I don't know, or  
4 we'll find out, or I will let you talk to somebody, that's the  
5 way it is. That is the answer they give you. That is the way  
6 it is. So you are supposed to accept it, because that is the  
7 way it is.

8 Thank you.

9 And, also -- may I comment? I can't -- I don't know,  
10 I'm not a dumb person, and I'm not extra smart, but I can't  
11 read the bill. The bill is ridiculous. Old rate, new rate,  
12 new rate, old rate. They don't show you how they are adding it  
13 up or anything. I mean, it's ridiculous.

14 Thank you.

15 **COMMISSIONER EDGAR:** Thank you.

16 **MR. REILLY:** Excuse me, Ms. Steele. Ms. Steele.

17 **COMMISSIONER EDGAR:** Ms. Steele.

18 **MS. STEELE:** Oh, sorry.

19 **MR. REILLY:** Which water system are you a part of?

20 **MS. STEELE:** Pasco. I mean, Palm Terrace.

21 **MR. REILLY:** Thank you.

22 **MS. STEELE:** And the water is not drinkable. Like I  
23 said, when my mother first moved here -- I moved here -- she  
24 has lived here since '73. When I moved here, I drank some of  
25 it, but I just get sick drinking it, so I drink -- because I've

1 studied a lot of things. People shouldn't have fluoride. And  
2 then I remember, I don't know if it was our water when they  
3 were changing, taking the chlorine out, and they were adding  
4 something else. And they said but don't put it in your fish  
5 tank because it will kill your fish. If it will kill your  
6 fish, what's it going to do to you? What the heck is going on?  
7 So I don't know.

8 **COMMISSIONER EDGAR:** Commissioner Argenziano.

9 **COMMISSIONER ARGENZIANO:** Just for staff. Is there a  
10 way that -- I know we did this in one other place. Is there a  
11 way that we can have a test, a water test done, not from the  
12 company, but from the Department of Environmental Protection or  
13 the Department of Health?

14 **MR. WILLIS:** I can contact the Department of  
15 Environmental Protection and find out.

16 **MS. STEELE:** Well, we get that thing all the time --

17 **COMMISSIONER ARGENZIANO:** That's not what I'm talking  
18 about.

19 **MS. STEELE:** Oh, I'm sorry.

20 **COMMISSIONER ARGENZIANO:** I want an independent test  
21 from DEP and DOH.

22 **MR. WILLIS:** Do you know which system you would like  
23 to have that on?

24 **COMMISSIONER ARGENZIANO:** I would think -- I would  
25 think the two systems that I have heard tonight were the Zephyr

1 Shores and Palm Terrace.

2 **UNIDENTIFIED SPEAKER:** Jasmine, too.

3 **UNIDENTIFIED SPEAKER:** Throw in Jasmine.

4 **COMMISSIONER ARGENZIANO:** Okay. We're going to throw  
5 in Jasmine, too.

6 Just to see if it differs from what has been coming  
7 up. And I would like to know, to be honest with you, if the  
8 ring is caused by hydrogen sulfate, if the gel that they are  
9 talking about, I would really like to know what that is. And,  
10 you know, if there were any microorganisms found in the water  
11 and what they were. And I think at this point it would be good  
12 to have somebody other than the company do that. (Applause.)

13 **MR. WILLIS:** I will contact the Department of  
14 Environmental Protection.

15 **MS. STEELE:** Also, you can bring your water here to  
16 the city and county and they will test it, also. But we have  
17 always got companies calling. They want to come and test your  
18 water. Well, yeah, they are going to tell you that you've got  
19 this, you've got that, because they want you to buy these  
20 exorbitant things, which isn't going to do any good anyway.

21 **COMMISSIONER EDGAR:** Thank you, Ms. Steele. Thank  
22 you very much.

23 Mr. Reilly.

24 **MR. REILLY:** All right. Our next witness is Gus  
25 Alexakos.



1 GUS ALEXAKOS

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

4 DIRECT STATEMENT

5 **MR. ALEXAKOS:** Hi. My name is Gus Alexakos. That is  
6 spelled A-L-E-X-A-K-O-S, and we reside -- my wife and I reside  
7 at 4625 Windy Lane in Zephyrhills in the Zephyr Shores  
8 subdivision.

9 I want to thank you, the Florida Public Service  
10 Commission, for conducting this hearing today, September 26th,  
11 2008. Thank you very much. And we have got quite a group here  
12 from American Condo and Zephyr Shores. Zephyr Shores is a  
13 community, a senior mobile home community park. It consists of  
14 220 mobile home parks. And I have an exhibit for you for the  
15 file.

16 **COMMISSIONER EDGAR:** Yes, absolutely. And you can  
17 hand that to our staff there. Thank you.

18 And we'll wait until he's finished, and then we see  
19 about marking it.

20 **MR. ALEXAKOS:** Now, on July 25th, 2008, I received a  
21 phone call from ABC Action News, a lady by the name of Kerry  
22 Kavanaugh. She asked me if I would be home for an hour, I said  
23 yes. And within an hour a huge ABC satellite truck pulled in  
24 our driveway. They did a live interview with me in our kitchen  
25 regarding Aqua water at 5:30 p.m. that evening. Those also

1 present from ABC news were Mack McGlashin and Eric Moore.  
2 Kerry Kavanaugh conducted the interview. They all refused to  
3 taste our water. They did send me copy of the video, and I  
4 have it for you to show you this evening. If you will kindly  
5 show it on the screen.

6 **COMMISSIONER EDGAR:** And my understanding is that you  
7 worked with our staff so that we are set up to do that, and  
8 with OPC. So go ahead.

9 **MR. WILLIS:** You will have to bear with me. We have  
10 technical proficiency errors.

11 **COMMISSIONER EDGAR:** All right. Well, we'll work  
12 through it.

13 **MR. WILLIS:** It takes a moment to load.

14 **COMMISSIONER EDGAR:** Okay. We will give it a moment  
15 to load.

16 "SPEAKER: You are watching ABC Action News at 5:00.  
17 ABC. Now at 5:30, a Florida water company wants to raise rates  
18 by more than 300 percent. Now, complaints about bad water has  
19 the State Attorney General getting involved.

20 Kerry, how is that proceeding.

21 "MS. KAVANAUGH: And good evening. (Inaudible.)  
22 Thank you for joining us.

23 "SPEAKER: Customers of a Florida utility say they  
24 are not getting their money's worth for their water service,  
25 and they are not about to pay more. And tonight Florida's

1 Attorney General is joining in on this fight. Aqua Florida  
2 services about 110,000 people in the state, including residents  
3 of Polk, Pasco, and Citrus. Aqua Florida wants to raise rates  
4 up to 355 percent for water service, and 320 percent for  
5 wastewater. Customers have complained to the Attorney General  
6 about the increase and the water quality.

7 "Consumer Reporter Kerry Kavanaugh joins us live now  
8 from Zephyrhills with more. Kerry.

9 "MS. KAVANAUGH: Hey, Walt. The Alexakos family was  
10 nice enough to let me hang out in their kitchen for a little  
11 while, and they tell me this is their water on a good day.  
12 Take a look. It's a little cloudy, but not too bad. The worst  
13 part right now is the odor of it. Now, I don't know if you  
14 find this ironical or not, but they live in Zephyrhills and  
15 they say they are forced to buy a whole lot of this.

16 Gus Alexakos says he hasn't drank from his tap in  
17 years.

18 "MR. ALEXAKOS: There is an odor to it, plus there is  
19 sediment in the water, and you can't drink it at all.

20 "MS. KAVANAUGH: Still he pays 100 bucks a month to  
21 Florida Aqua Utilities. Gus says that's money down the drain.

22 "MR. ALEXAKOS: The only thing that the water is good  
23 for is flushing the toilet.

24 "MS. KAVANAUGH: Now, Florida Aqua wants to raise  
25 rates across the state in some places as much as 300 percent.

1 "MR. ALEXAKOS: It should be drinkable.

2 "MS. KAVANAUGH: If you're paying for it.

3 "MR. ALEXAKOS: If you're paying for it.

4 "MS. KAVANAUGH: Florida's Attorney General agrees.

5 Today Bill McCollum filed a petition with the Public Service  
6 Commission to block the rate request. McCollum claims across  
7 Florida Aqua customers have complained about their water, its  
8 smell, and some customers claim it poses health risks ranging  
9 from miscarriages and birth defects to gastrointestinal  
10 ailments.

11 "Today I talked to the president of Aqua Florida,  
12 Chris Franklin, over the phone. He says Florida Aqua is  
13 meeting all state and federal water standards and that problems  
14 in the systems are isolated. Well, I also asked the president  
15 of Aqua Utilities why such a sharp increase, and he told me  
16 that for the four years they have operated here in Florida they  
17 have never had one increase. And, of course, gas prices and  
18 everything else is affecting their bottom line just as much as  
19 anyone else's.

20 The Public Service Commission will consider this  
21 request on Tuesday. Reporting from Zephyrhills, I'm Kerry  
22 Kavanaugh, ABC Action News.

23 "SPEAKER: Three hundred percent is a lot. Thanks a  
24 lot, Kerry."

25 (Applause.)

1           **MR. ALEXAKOS:** We received copies from the people  
2           that were from ABC Action News, and I would like to present  
3           those on the exhibits.

4           **COMMISSIONER EDGAR:** Yes, sir. If you will go ahead  
5           and give that to our staff, and we will do a composite exhibit  
6           here in a few moments.

7           **MR. ALEXAKOS:** Before I go on, I would like to ask a  
8           question of the Commission. Who told them to come to my house?  
9           How did they get my name?

10          **COMMISSIONER EDGAR:** I was going to ask you that.

11          **MR. ALEXAKOS:** That's what I am asking you.

12          **COMMISSIONER EDGAR:** I don't know the answer to that.

13          **MR. ALEXAKOS:** Does anybody know the answer?

14          **COMMISSIONER ARGENZIANO:** They heard about you.

15          **MR. ALEXAKOS:** Well, within an hour they were in the  
16          house. And we had more people come to the house because the  
17          big satellite truck was out in the driveway. They thought  
18          something happened over here, you know.

19                 I have some comments for you folks, comments  
20          regarding the recent rate filing by Aqua Utilities of Florida,  
21          Incorporated, serving the communities of Zephyr Shores and  
22          American Condo. The residents of this community are all  
23          retired and most on fixed incomes. The date of this filing was  
24          May 22nd, 2008. And just for the exhibit, I'd like to enter  
25          this. I have copies for all of you Commissioners.

1           **MR. WILLIS:** I'll get it. I'll give it to them, sir.

2           **MR. ALEXAKOS:** Thank you, sir.

3           Now, the date of this filing, May 22nd, 2008, seems  
4 to have been calculated to coincide with the annual migration  
5 north of many of the residents of both communities. The  
6 requested service and water quality seems to reflect perfect  
7 service. However, the water is cloudy and discolored, and most  
8 residents refuse to drink the water and purchase bottled water  
9 from the local grocery stores in the area. Here are my bills  
10 for the bottled water drinking that we buy.

11           Here you go, sir. If you can give these to the  
12 Commissioners.

13           I want to show you what we pay because we don't drink  
14 the water. We have to go out and buy the water.

15           We assume that Aqua tests for water are taken and  
16 measured from the well head and not from the distribution  
17 system within the community. On numerous occasions we have  
18 requested that the wastewater lines be inspected with a video  
19 camera, and this is because there was a backup on my  
20 father-in-law's house when he was living the next block from us  
21 about six years ago. We had a sewer backup. It destroyed the  
22 entire home.

23           This request has been made in the past to two Florida  
24 Public Service Commission meetings. The 2007 request was made  
25 at the Lakeland public hearing as well as the July 8th, 2008

1 second request. And we have yet to see any action by Aqua  
2 Utilities.

3 We certainly take issue with the existing rates and  
4 the filing for uniform rates for wastewater services as Aqua  
5 simply collects and hands over to Pasco County the  
6 responsibility for transporting and treating the wastewater.  
7 Further, Pasco County's rates for these services amount to the  
8 charge of \$3.44 for 1,000 gallons of wastewater. My August  
9 billing for Aqua for wastewater was \$71.27. Aqua costs for  
10 this service from Pasco County would have been \$20.64. We  
11 understand that all costs have been increasing and realize that  
12 some increases may be necessary, but nowhere near the magnitude  
13 that is being requested.

14 We respectfully request that the Florida Public  
15 Service Commission give serious consideration that we, the  
16 residents of Zephyr Shores and American Condo, are all on  
17 Social Security and really being severely impacted by the  
18 increased cost for gasoline and food. Electricity just went up  
19 by 27 percent for electricity this past July. The most recent  
20 government numbers indicate that the rate of inflation to date  
21 is 5.6 percent. And we got less than that, half that amount in  
22 our Social Security increase this past January. We further  
23 request that the Commission consider requesting that Pasco  
24 County become the provider of our water and wastewater.

25 (Applause.)

1           If you look on the third page, Commissioners, I have  
2 my bills right there. For June the amount due was \$80.38. And  
3 if it was Pasco County, it would have been \$42.21. In other  
4 words, the percentage difference is 90 percent, a little over  
5 90 percent.

6           My July bill was \$100.11. And with Pasco County  
7 water and sewer that would have been -- Aqua rates are 108  
8 percent higher. The August bill was \$109.73. That's  
9 104.4 percent higher.

10          I have two bills here from a Frank Reams, who lives  
11 at 3445 Yellowbirch Place in Zephyrhills, and this customer  
12 lives a half a mile west of Zephyr Shores in Crystal Lake  
13 Subdivision. It's a mobile home park. His gallonage for  
14 6,000 gallons, the total amount was 53.69 compared to my \$100.  
15 What a difference.

16          And I want to talk about, also, the annual drinking  
17 water quality report that we all get every year. If you look  
18 at the figures of '07 and '06, some of the figures from '06 to  
19 '07 are just copied. They have got some contaminants from '03.  
20 That's five years ago. They never took tests. They never took  
21 tests last year, '06. They are from '03. And they put them on  
22 the chart. And I don't think that's right. And I have copies  
23 for you folks, also.

24          Now, all of us from Zephyr Shores did not attend.  
25 Hold on one second. I have got a petition here, from 28



1 signatures here because some of the people are starting to come  
2 from the north, and they did sign the petition, but they were  
3 unable to attend this evening. So I would like to enter this  
4 as part of the exhibits.

5 Another item I would like to turn in for an exhibit  
6 here is the Pasco County Utilities rates, Hillsborough County,  
7 and some of the other utilities. And one of the people in the  
8 audience talked about what the CEOs make, and all the prices  
9 they make, and I've got the annual report here of 2007, and you  
10 will see the CEO for Aqua Water makes close to \$7 million.  
11 When he retires, he makes almost that. If he left or got  
12 fired, he makes almost that. What a job. How do I get the  
13 application? (Laughter.) I'm just kidding.

14 **COMMISSIONER EDGAR:** I know.

15 **MR. ALEXAKOS:** Now, ten years ago I was president of  
16 Zephyr Shores Homeowners' Association. It was then when there  
17 was a sewage treatment plant. It overflowed with raw sewage  
18 into our streets. So I contacted the EPA, and the system was  
19 shut down completely and eliminated. A lift station was  
20 installed. The sewage now goes directly to Pasco County;  
21 therefore, we should get refunds on all sewer services. Zephyr  
22 Shores and American Condo should be excluded from Aqua's  
23 uniform rate system. And I have a copy of this for an exhibit.

24 **COMMISSIONER EDGAR:** Okay.

25 **MR. ALEXAKOS:** My final statement. When I was

1 elected mayor of Cary, Illinois, that's C-A-R-Y, back in 1977,  
2 I was responsible for thousands of my constituents. This  
3 included everything, including water and sewer. And you have  
4 been a representative, so you know how it is. I did this for  
5 eight years. How long would I last as their mayor if I  
6 supplied them with this kind of water, discolored, cloudy, and  
7 with an odor, and poor service, and a sewer charge without  
8 having a sewer plant? I gave my people quality water and  
9 excellent service.

10 Ladies and gentlemen of the Commission, it has been a  
11 pleasure addressing you today, and thank you very much for all  
12 of your help.

13 **COMMISSIONER EDGAR:** Thank you for your comments and  
14 your information.

15 Mr. Reilly, do you have a question?

16 **MR. REILLY:** Is that Composite Exhibit 55?

17 **COMMISSIONER EDGAR:** Okay. Let's go ahead -- if you  
18 will stay with us for just a moment, and let's go ahead and  
19 address that.

20 Erik, I'm seeing a composite exhibit. I will have a  
21 question about the DVD. Does composite exhibit work for  
22 counsel?

23 **MR. REILLY:** I think so.

24 **COMMISSIONER EDGAR:** Okay. Erik.

25 **MR. SAYLER:** A composite exhibit works for us, and we

1 were thinking 55.

2 **COMMISSIONER EDGAR:** Yes, 55 is what I have.

3 **MR. SAYLER:** Composite exhibit from Mr. Gus Alexakos.

4 **COMMISSIONER EDGAR:** Alexakos.

5 **MR. SAYLER:** Alexakos.

6 **COMMISSIONER EDGAR:** Alexakos. Now, does that  
7 include the DVD?

8 **MR. SAYLER:** No.

9 **MR. ALEXAKOS:** Here it is. If you want a copy of  
10 this DVD, if you contact ABC Action News, they will supply you  
11 with that, because this is a personal copy. They sent it to  
12 me. Because, of course, I couldn't see it when they were  
13 there, because I was in the kitchen. And the one thing, they  
14 refused to drink my water. Isn't that terrible? But they did  
15 take my bottled water. They took several of them. I said, go  
16 ahead, help yourself. They opened the refrigerator and they --

17 **COMMISSIONER EDGAR:** So the DVD that we listened to  
18 will part of that. Did you get that, Jane? Okay. So does  
19 that take care of it, or, Erik, I will look to you if we need  
20 to do something different procedurally.

21 **MR. SAYLER:** Right now I think the transcript will  
22 take care of it. But what we can do is maybe contact ABC for a  
23 copy, and we will just do a placeholder as a potential  
24 Late-Filed Exhibit 56, which may or may not come in, depending  
25 upon whether we can get a copy from ABC. I'm assuming we will

1 be able to.

2 **MR. ALEXAKOS:** I'm sure you can. If you tell them  
3 it's July 25th, 2008, an interview on the 5:30 news.

4 **COMMISSIONER ARGENZIANO:** I've got it, Madam  
5 Chairman. If we tell them that Mr. Gus Alexakos told us we  
6 could get it.

7 **MR. ALEXAKOS:** You mention my name --

8 **COMMISSIONER ARGENZIANO:** I will.

9 **MR. ALEXAKOS:** -- they will probably hang up on you.

10 **COMMISSIONER EDGAR:** Okay. Let me make sure -- the  
11 other exhibits we'll take up, but just because it's a little  
12 unusual, again to counsel, Mr. Sayler suggested we get the  
13 video.

14 **MS. ROLLINI:** We have no objection.

15 **COMMISSIONER EDGAR:** Okay.

16 **MR. ALEXAKOS:** Thank you very much.

17 **COMMISSIONER EDGAR:** Thank you so much.

18 So we have the Composite 55, potential late-filed  
19 placeholder for 56.

20 (Exhibit Number 55 and Late-Filed Exhibit Number 56  
21 marked for identification.)

22 **COMMISSIONER EDGAR:** Okay. Thank you very much.

23 Mr. Reilly.

24 **MR. REILLY:** Thank you. Our next witnesses are a  
25 husband and wife team, John and Maureen Hanrahan.

1           **MR. HANRAHAN:** We would just like to say that we are  
2 in agreement with American Condo.

3           **COMMISSIONER EDGAR:** Okay. For the record, they are  
4 saying that they are in agreement with the other comments of  
5 American Condo. Thank you very much.

6           **MS. HANRAHAN:** Thank you.

7           **MR. REILLY:** Our next witness is Ken Howe.

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

11                                   DIRECT STATEMENT

12           **MR. HOWE:** How am I supposed to follow his act? It's  
13 impossible.

14                   I'm Ken Howe, Palm Terrace Gardens in Port Richey.

15           **COMMISSIONER EDGAR:** And is it Howard?

16           **MR. HOWE:** Howe, H-O-W-E.

17           **COMMISSIONER EDGAR:** Thank you.

18           **MR. HOWE:** And mainly this meeting is supposed to be  
19 about the rate increases.

20           **COMMISSIONER EDGAR:** Yes.

21           **MR. HOWE:** And these rate increases are extremely  
22 high. In Palm Terrace alone we have single families, single  
23 parent families, retirees, people on disability. And I'm just  
24 going through some of the figures that Aqua Utilities applied  
25 based on 5,000 gallons. Their old rate was \$65.33, that

1 includes water and sewer. Their proposed final rate is  
2 \$128.83. That's a 97 percent increase.

3 Now, Pasco County Utilities services surrounding  
4 subdivisions around us. For 5,000 gallons of water and sewer,  
5 Pasco County only charges 47.95.

6 **COMMISSIONER EDGAR:** Can you speak into the mike just  
7 a little bit more.

8 **MR. HOWE:** Pasco County charges 47.95 for 5,000  
9 gallons of water and sewer, where Aqua Utilities with their  
10 proposed rate is going to be \$128 and change. Also, Aqua  
11 Utilities purchases its fresh water from Pasco County, so that  
12 eliminates any treatment and storage fees. People are  
13 complaining about the quality of the water. It could be the  
14 lines within the subdivision.

15 Now, Pasco County charges Aqua Utilities \$3.43 per  
16 thousand gallons. It's a bulk rate. So based on 5,000  
17 gallons, they are paying Pasco County \$17.15. But with the new  
18 rates they want to charge us \$40.92. Why do they have to  
19 charge so much extra for water when they don't even have to --  
20 they don't treat it, they don't have to store it. They get it  
21 directly from Pasco County. The main water line runs to the  
22 east end of our subdivision.

23 These rates with everything going up should not be  
24 approved. It's hurting a lot of people. And if we have to --  
25 with inflation and everything, and we have to pull in our

1 little belt buckles a little bit, why can't Aqua Utilities?  
2 That's all I have to say. I can't follow that act. He was  
3 great.

4 **COMMISSIONER EDGAR:** Thank you, Mr. Howe.

5 **MR. REILLY:** Our next witness is Bill Haynes and also  
6 Marianne Haynes.

7 **COMMISSIONER EDGAR:** Mr. and Mrs. Haynes.

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

11 DIRECT STATEMENT

12 **MR. HAYNES:** I'm Bill Haynes in Zephyr Shores. I  
13 have the same problem that all of these other people have got,  
14 so there is no need going into a big thing about it.

15 But I do have a question I would like answered.  
16 Where is our county health department on this issue? Up north,  
17 you can't even build a house unless you have the water tested.  
18 And that should be here. The health department should be in on  
19 this. And it should be up to the committee here to see about  
20 getting something done.

21 Thank you.

22 **COMMISSIONER EDGAR:** Thank you.

23 **MS. HAYNES:** I'm Marianne Haynes, Zephyr Shores. I  
24 am just thoroughly against a raise. That's all there is to it.  
25 The state of the economy is out of control, and then you people

1 are asking for a raise. And we don't drink our water, either.  
2 It's terrible. The scum in the toilet, the cloudy mess in a  
3 glass of water. It's just undrinkable.

4 Thank you.

5 **COMMISSIONER EDGAR:** Thank you.

6 **MR. REILLY:** Our next witness is Richard Vaughn.

7 RICHARD J. VAUGHN

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

10 DIRECT STATEMENT

11 **MR. VAUGHN:** Thank you for being here. I'm Richard  
12 Vaughn from Zephyr Shores Estates in Zephyrhills, Florida. I  
13 think my -- I'm sympathizing with everything that has been said  
14 here today, and I don't think there is much more I can add.  
15 But there is one question I would like to know. I called your  
16 Commission, oh, a couple of weeks ago. I had a problem with my  
17 billing. And I have been getting a lot of estimated billing.  
18 And I asked the lady I was talking to if they are allowed to  
19 give that many estimates. She said they are allowed to give  
20 six a year. Is that true, or does anybody have --

21 **COMMISSIONER EDGAR:** Mr. Willis.

22 **MR. WILLIS:** Like I said before, six a year would be  
23 unusual. It depends on the circumstances, and that's something  
24 we need to look into in this case. It is something we will  
25 look into as to why estimated bills are so prominent.



1           **MR. VAUGHN:** Well, there was -- other than me being  
2 gone for a month and a half, I'm about -- the last I knew -- I  
3 have an issue with them, but they haven't responded yet. But  
4 anyhow, they are about 3,000 gallons ahead of me, and I haven't  
5 even been here. I wasn't even here.

6           But, anyhow, she told me six estimated bills. And I  
7 thought, well, isn't that kind of high for even, you know,  
8 people coming back and forth from the north? Things can kind  
9 of get out of hand, and they are. But, anyhow, I think that's  
10 about all I can add.

11           **COMMISSIONER EDGAR:** Mr. Vaughn, you said you had an  
12 issue that you had -- I understand you had contacted the  
13 company, but that had not been resolved?

14           **MR. VAUGHN:** Well, I talked to the lady --

15           **COMMISSIONER EDGAR:** Have you talked to them tonight?

16           **MR. VAUGHN:** -- out there.

17           **COMMISSIONER EDGAR:** Okay. Good. Thank you.

18           **MR. REILLY:** Our next witness is Rudy Briede. I do  
19 see where Margaret is a few pages away, so we might have them  
20 both come up.

21           **MS. BRIEDE:** Thank you.

22           **COMMISSIONER EDGAR:** Mr. and Mrs. Briede.

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

## DIRECT STATEMENT

**MR. BRIEDE:** My name is Rudy Briede. I'm a Zephyr Shores resident, 4607 Windy Lane in Pasco County. From what I -- I have a list that I made up from ourselves and from what I have heard from our park, and everything, and such. All I can say, is it is all rhetoric now for us to say the same thing, and take up a lot of time as it is. All I can see is that we are at the mercy of this company and nobody can afford it. I mean, I'm not saying that we don't want to pay for it, but we cannot afford that extreme raise.

Besides that, from all the comments that have been made of the quality of the water, I can't understand why there hasn't been an investigation made on this. I think it is necessary. And whatever I say from here on would be the same of everything that has ever been said from everybody else, and I think my wife has the same thing.

**COMMISSIONER EDGAR:** Ma'am.

**MS. BRIEDE:** I'm Margaret L. Briede, 4607 Windy Lane, Zephyr Shores Estates. And after all that has been said here this afternoon, all I can say is why does the price of water go up and the quality and the service go down?

Thank you.

**MR. BRIEDE:** I want to thank you for the hearing. I think it is going to be resolved. I hope it is.

**COMMISSIONER EDGAR:** Thank you.

1           **MR. BRIEDE:** Thank you.

2           **MR. REILLY:** The next witness is Marc Rouhana.

3           **COMMISSIONER EDGAR:** And we will ask you to spell  
4 your last name.

5           **MR. ROUHANA:** I will. I figured as much.

6                               MARC ROUHANA

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

9                               DIRECT STATEMENT

10           **MR. ROUHANA:** Good evening. My name is Marc,  
11 M-A-R-C. The last name is R-O-U-H-A-N-A. I live on  
12 7602 Scottie Drive, Port Richey, Jasmine Lakes.

13                       So, based on the rosy picture the gentleman from Aqua  
14 painted earlier, there seems to be a big disconnect between  
15 what he sees are things and what is actually happening.

16                       My problem started with Aqua in July. I had a small  
17 leak from a PVC pipe that I had repaired. So I called Aqua to  
18 get it adjusted for the sewer rates, and they asked me to fax  
19 documents of the repair, which I did three times. So since  
20 then my water bill came, and it was \$169. It never got  
21 adjusted until now. The month of August -- I'm an IT  
22 consultant, so I travel a lot for work. I was in New York,  
23 Maine, and Boston for three weeks out of the month. My bill  
24 came here, and it shows 84,500 gallons for \$322 from an average  
25 before that -- for the years before, I have been living in that

1 house for four years, my average was about 2,500 gallons. So I  
2 called customer care at least ten times, spoke to a John, a  
3 J.C., a Ravanda, a Denesha, a Kim. Every time I tried to ask  
4 for a supervisor, they would say that there are no supervisors  
5 available, they are all busy, they will call me this afternoon  
6 or the next day. This has been happening for two months now.  
7 I still haven't heard back.

8 For my 84,500 gallons, I called, they said they were  
9 going to send somebody to read the meter. Nobody has ever  
10 showed up. A week later I find a gentleman in my yard digging  
11 up my yard, after I just recently put in sod. He didn't speak  
12 any English. Never knocked on my door. I work from home.  
13 Eventually his boss showed up. They didn't have any badges.  
14 It was the people that were contracted by Aqua to change the  
15 meters and put those RFIDs. I had called Aqua to investigate,  
16 to ask, you know, who was in my yard. They had no clue. Their  
17 rep had no clue. Eventually that's what I found out it was.

18 But this month's bill after they put in the new  
19 meters, which supposedly are accurate, I got the bill for  
20 11,000-some-odd gallons -- 11,600 gallons. And from the new  
21 meter it says -- and all of this is supposedly actual readings,  
22 so they are supposedly reading this. It says that from billing  
23 period 9-8 for three days that the reading on the meter is  
24 3,100 gallons. So I went out to my yard, looked at my meter,  
25 and it reads 1,593 gallons. So I'm not sure where these people

1 have gotten their education, but they obviously can't read,  
2 either.

3 So other than that, the same with everybody else, the  
4 water quality and everything else. You know, unfortunately, I  
5 can afford the rates, but other people can't. But the customer  
6 service and the way they treat people is just unacceptable,  
7 just because we're stuck with them. And their website or, you  
8 know, you can't get through to customer care. They don't give  
9 you the name of a supervisor or anybody. Their website has no  
10 information whatsoever, if you go on AquaFlorida.com. There is  
11 no way to escalate it, except through the Commission. So thank  
12 you. That's it.

13 **COMMISSIONER EDGAR:** Hold on.

14 Commissioner Argenziano.

15 **COMMISSIONER ARGENZIANO:** Yes. Can you tell me the  
16 last time that you called when you tried to get a supervisor?

17 **MR. ROUHANA:** Yes, yesterday or the day before. Let  
18 me -- I have all the dates here. Sorry. The 25th, so today  
19 is -- that was yesterday. I spoke to a Kim. Supposedly a  
20 supervisor was to call me today, but I haven't heard.

21 **COMMISSIONER ARGENZIANO:** And the time before that  
22 when you spoke to --

23 **MR. ROUHANA:** The 23rd, spoke to a Ravanda.

24 **COMMISSIONER ARGENZIANO:** And you told me -- you said  
25 a few names. And one was I was curious to hear.

1           **MR. ROUHANA:** Denesha?

2           **COMMISSIONER ARGENZIANO:** What was it?

3           **MR. D'ANGELO:** There was one person called Denesha,  
4 D-E-N-E-S-H-A. A Ravanda, a J. C., and a John.

5           **COMMISSIONER ARGENZIANO:** Okay. But this has been  
6 recently, all recent, and --

7           **MR. ROUHANA:** This has been, like, I would talk to  
8 somebody, they would say they will call you. Wait until  
9 Friday, and somebody will call you by Friday. So I wait a  
10 week, or I give them an extra day. Then I call again, then the  
11 same story, and this has been since July.

12           **COMMISSIONER ARGENZIANO:** Thank you.

13           **MR. ROUHANA:** All right. I have one question. What  
14 do I do with the bills? Do I speak to the person outside or  
15 give you the bills?

16           **MR. WILLIS:** I would suggest that you talk to the  
17 customer representatives outside. Have you had any resolution  
18 to this?

19           **MR. ROUHANA:** No. No resolution to this thing. I  
20 still have not heard from any supervisor. I have not had  
21 anybody try to resolve this.

22           **COMMISSIONER EDGAR:** Mr. Reilly, did you have a  
23 question? No. Okay.

24           Again, adamantly all of us I know have asked you to  
25 work with the office staff that are outside, and you have

1 information to get in touch with us.

2 Mr. Durbin, were you able to get Mr. Rouhana's  
3 address information? And if not, will you make sure that you  
4 do.

5 **MR. DURBIN:** Okay. Right here.

6 **COMMISSIONER EDGAR:** Wonderful. Thank you.

7 **MR. ROUHANA:** Thank you.

8 **COMMISSIONER EDGAR:** Thank you very much.

9 **MR. REILLY:** The next witness is Sandra Moran.

10 **UNIDENTIFIED SPEAKER:** She left.

11 **COMMISSIONER EDGAR:** Okay. Thank you.

12 **MR. REILLY:** The next witness is Jeanie Girder.

13 **COMMISSIONER EDGAR:** Ms. Girder. I think she's  
14 coming up.

15 **JEANIE GIRDER**

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

18 **DIRECT STATEMENT**

19 **MS. GIRDER:** I'm Jeanie Girder, at 7524 Redcoat  
20 Avenue, Port Richey, Florida, Jasmine Lakes.

21 I, too, have a problem with the water company. I got  
22 a bill for like 23,000 gallons of water. I called. I couldn't  
23 get anybody to talk to me. I got another bill for  
24 184,000 gallons. I called. Nobody would call me back. I  
25 finally got a bill for 226,000 gallons of water. This time I

1 called Jackie Callaway. She came out. They looked over  
2 things. They got things straightened out. I had a guy come  
3 out, Dennis Maldue (phonetic). He came out. He sat down with  
4 us. He went over things with us where customer service would  
5 not talk to us. He helped us get it settled.

6 I can't see where they need this rate. There is  
7 27 percent more people that need help. Our church alone had  
8 100 families come in for food. People can't pay their bills.  
9 They are losing their homes. We are fortunate. We do live on  
10 a budget, but we cannot afford this kind of a rate increase.  
11 Food banks are running over. They are running out of food.  
12 Older people are having to choose between medicine, utilities,  
13 and food. We are in a recession, almost depression, and nobody  
14 wants to hear recession, depression. We are there. You cannot  
15 keep giving these companies big pay hikes. There's no way that  
16 they can handle -- the everyday people can handle this.

17 When I go to the store, I would love to have a steak  
18 once a year. I can't afford it. To us going out to eat is  
19 McDonald's on Wednesday, 49-cent hamburgers. Our  
20 entertainment, free movie night at our church. That's my date  
21 night.

22 People cannot afford to pay these kind of prices.  
23 You are getting poor quality. I called Dennis if I have a  
24 problem, because I know that he is going to be there in person  
25 to help me. I call the water company and I get a run-around.



1 The supervisor will call you. Nobody calls you. And I tell  
2 you, Dennis needs a raise, because Dennis does care about the  
3 people.

4 You can sit here with your suits. You can pay your  
5 bills. We don't have any more money. Between our house  
6 insurance, our auto insurance, our medical insurance, we make  
7 18,000 a year. We have \$724 left over after we pay all of our  
8 bills for the year. I shop at Goodwill. I eat a lot of  
9 hamburger. We don't go out to eat. We can't afford it.  
10 Nobody can afford it. I have a grandson who lives in Lutz. I  
11 can't afford to go see him but once a week maybe.

12 I beg you, please don't grant these rates. Please  
13 give the people something to hang onto, because this is really  
14 a bad, bad time. When our president gets up and wants to bail  
15 out this one and this one, who's going to bail out us? Nobody.  
16 Not a soul.

17 Thank you.

18 **MR. REILLY:** The next witness is Charles Holland.

19 **COMMISSIONER EDGAR:** One more time, Mr. Reilly, I'm  
20 sorry. Charles --

21 **MR. REILLY:** Charles Holland.

22 **COMMISSIONER EDGAR:** Charles Holland?

23 **MR. REILLY:** Holland, like the country.

24 **COMMISSIONER EDGAR:** Okay. Thank you. Is there a  
25 Mr. Holland?

1           **UNIDENTIFIED SPEAKER:** Number 26 had to go.

2           **MR. REILLY:** The next witness is Pasquala Colasundo.

3           **COMMISSIONER EDGAR:** Is there a Pasquala?

4           **UNIDENTIFIED SPEAKER:** No, but she agreed with  
5 everything.

6           **COMMISSIONER EDGAR:** Okay.

7           **MR. REILLY:** The next witness is Andy Alipour.

8           **COMMISSIONER EDGAR:** Mr. Alipour.

9                               ANDY ALIPOUR

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

12                               DIRECT STATEMENT

13           **MR. ALIPOUR:** Good evening.

14           **COMMISSIONER EDGAR:** Good evening.

15           **MR. ALIPOUR:** Thank you for being here. I am not  
16 going to go over everybody else's problem. I am just going to  
17 concentrate on the things that we haven't covered. The median  
18 income in Pasco County is less than \$35,000, and these three  
19 communities, without a doubt, is below that 35. And that is  
20 just what kind of a community you are dealing with.

21                       On revenue, some people question if these guys make  
22 any money. They had a revenue total of \$600 million last year,  
23 which 17 percent in the net income of 95 million. So they did  
24 very well. We don't need to bleed for them that that are going  
25 to make any more money.

1 I have a quotation from the CEO, Nicholas Steve,  
2 which is the Chairman of -- the CEO of Aqua America. Quote,  
3 "So far 2008 has been a year focused on efforts to improve our  
4 revenue and net income growth through rate increase activity."  
5 Another quote, "I'm pleased that despite the current economic  
6 environment, our largest subsidiary, Aqua Pennsylvania, has  
7 maintained its A-plus Standard and Poor rating."

8 Another quotation, "The company has received the rate  
9 award that are intended to provide \$49 million in additional  
10 annual revenue, including a rate increase totalling  
11 approximately \$39 million in Pennsylvania. In New Jersey, the  
12 company currently has a rate request in progress seeking  
13 approximately \$34 million in annual revenue, which are expected  
14 to positively impact 2009 revenue. This includes two recently  
15 filed and major," the word major, "rate cases in Florida and  
16 North Carolina."

17 So the whole point of it is a basically a bottom line  
18 is greed. That is what it is. And the lady before is so true.  
19 People are hurting. We can't afford a dollar to pay to this  
20 company for the water that we use. In my case, of course, the  
21 water is as bad as everybody said. I spend probably between  
22 40 to \$45 a month to buy filtered water, you know, because you  
23 can't drink it. You can't cook with it, you can't do anything  
24 with that.

25 Thanks for listening.

1           **COMMISSIONER EDGAR:** Thank you.

2           **MR. REILLY:** The next witness is Robert Davis.

3           **COMMISSIONER EDGAR:** Robert Davis.

4           Mr. Reilly.

5           **MR. REILLY:** The next witness is Joyce Drabenstol.

6                           JOYCE DRABENSTOL

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

8           testified as follows:

9                           DIRECT STATEMENT

10           **MS. DRABENSTOL:** Good evening. Thank you for having  
11           come. Our association --

12           **UNIDENTIFIED SPEAKER:** Can't hear you.

13           **UNIDENTIFIED SPEAKER:** Can't hear you.

14           **MS. DRABENSTOL:** Can't hear me. How about now?

15           **UNIDENTIFIED SPEAKER:** Better.

16           **MS. DRABENSTOL:** Thank you. The reason I came is I  
17           have lived in Florida for 21 years. First, my name is  
18           Drabenstot, D-R-A-B-E-N-S-T-O-T.

19           **UNIDENTIFIED SPEAKER:** Can't hear you.

20           **UNIDENTIFIED SPEAKER:** Can't hear her.

21           **MS. DRABENSTOL:** I live at 7332 Tangelo Avenue, Port  
22           Richey, Florida. It's in Jasmine. We just got the new box out  
23           in front of our house, which no one told us that we had to  
24           flush our water after they had put it in. I was lucky that I  
25           had put it into my washing machine versus into anything else.

1 Then I had to go and flush every pipe in my house, because you  
2 had that dirt in there. That was one problem I thought should  
3 have been brought to our attention.

4 The other is when I heard these people saying that we  
5 had water main breaks. I think since the first of January we  
6 have had four. And they came down through my street and put a  
7 sign on one side of the street, but not the other. The second  
8 time they put a thing that says boil your water on every other  
9 house. And if it wasn't that as neighbors we all let everybody  
10 know, hey, we had a busted pipe, you better boil your water, no  
11 one would have known. And we have people that work nights on  
12 my street. They would have never known.

13 My other problem is, is I have lived here -- which I  
14 started out wrong. I lived here 21 years, and I have never  
15 ever used more than 1,000 gallons of water, because I'm the  
16 only person in my home. And since these people have taken  
17 over, they have raised it now to 2,000 gallons of water, which  
18 I said where are you coming up with this amount of water? I  
19 said for 20-something years I have used 1,000 gallons. Now all  
20 of a sudden I'm using 2,000 gallons?

21 My lifestyle hasn't changed. I was a school bus  
22 driver, so I'm home more than I was at work. So I take baths,  
23 and I do my laundry and all of that stuff. So I don't feel  
24 that a jump of 1,000 gallons is right. And my bill came the  
25 other day for 152.18. They said I owed from July, August, and

1 September, which I take it on my fault that I didn't pay  
2 attention to it, because every bill I have has been debited.  
3 And it turned out that that is the only bill that I have tried  
4 four or five dozen times to get debited, and I have sent in  
5 checks just like you are supposed to do with their paperwork,  
6 and it comes back, too bad, too sad for me, we can't do that.  
7 And I can't figure out why, when everybody else does. But this  
8 is the one problem I'm having. And I go along with everybody  
9 else, my water is terrible and my well has got a lot of iron in  
10 it. My driveway looks like a rust colored driveway, but I will  
11 tell you, I think I would rather drink that lately than I would  
12 this water.

13 And thank you for letting me speak.

14 **MR. REILLY:** The next witness is Mrs. William Walton.

15 PAT WALTON

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

18 DIRECT STATEMENT

19 **MS. WALTON:** Good evening. My name is Pat Walton,  
20 and I reside at 7420 Cherry Laurel Drive, Port Richey, Florida  
21 in the Jasmine Lakes subdivision with my husband William  
22 Walton, and we have been there since October of 1990.

23 Now, my main problem -- I want to thank the Public  
24 Service Commission for taking the time out to listen to us and  
25 our complaints.

1           My main concern is the reading of the meter. It  
2 seems like those people all they want to do is estimate,  
3 estimate, estimate, and that's why I stay on the phone half the  
4 time. Our meter was changed originally on November the 3rd of  
5 2006. During 2007, all the -- most of the readings were  
6 estimated.

7           I had the meter checked on July the 11th, 2007. A  
8 service representative came out and got the reading, and he  
9 gave me the little card. No leaks, no nothing. But this was  
10 never reported to the office.

11           I want to stop here and say one thing. The reason I  
12 didn't pay too much attention to the 2007 bills, I am a  
13 caregiver for my husband and have been since 2004. I don't  
14 have the time to get on the phone and argue with those people  
15 at customer service. Some of them are rude. Some of them are  
16 nice.

17           Now, during 2008, I had the meter read three  
18 different times, and most of the time these things, again, are  
19 estimated. And I have been going out to the meter now.  
20 Anytime I know it is the time of the month for them to come and  
21 read the meter, I go out there with my little notebook, three  
22 or four days ahead of time and three or four days after the  
23 period they probably would read the meter. And when I get the  
24 bill, this is when the war starts again. And they start --  
25 they make adjustments occasionally, but you have to be a

1 Philadelphia lawyer to figure out what the hell they're talking  
2 about, because they go back two months. And, I mean, this is  
3 ridiculous. I'm an accountant by trade. I worked for the  
4 government for 30 years with figures, so I know my figures  
5 backwards and forwards. And it seems like their computer is  
6 stuck on one little old figure. They either go from 55 to  
7 7,000 gallons a month no matter what.

8 Now, I don't have a swimming pool. We don't have a  
9 jacuzzi. We have a sprinkler system that waters the grass and  
10 the plants and we use the water from the canal. Upon occasion  
11 we eat out, so that means less water going through the  
12 dishwasher. Our car is washed when we take it in for service,  
13 and I use the laundromat on occasion to wash the bigger items  
14 like big throw rugs and stuff like that.

15 So, I also have found that the meter, when the man  
16 comes out, there is no leakage reported. And then according to  
17 an article that appeared in the St. Pete Times back in 2007,  
18 they said that the average daily consumption per person is  
19 about 60 gallons per day. Now, I noticed yesterday that I have  
20 a brand-new meter in my yard. And I didn't know about it until  
21 our neighbors got around, we were just yakking, and they said,  
22 oh, yes, the meters have been changed. And lo and behold, I  
23 lifted up the thing and there was a brand-new meter. Well, I  
24 haven't received my new bill yet. My neighbors have, but I  
25 think I'm going to have a heart attack when I get it tomorrow



1 or the next day.

2 I wish somebody would take care of those people up in  
3 customer service, because they don't help the people at all,  
4 period.

5 Thank you.

6 **COMMISSIONER EDGAR:** Mr. Reilly.

7 **MR. REILLY:** Our next witness is Andrew Yuhas.

8 **COMMISSIONER EDGAR:** Mr. Sayler?

9 **MR. SAYLER:** Sorry, Commissioner. I would like for  
10 Mr. Rouhana to come up just for a second to enter his bill in  
11 as an exhibit, just so he says it on the record, and then go to  
12 the next witness.

13 **COMMISSIONER EDGAR:** Okay. All right.

14 **MR. SAYLER:** I'm sorry.

15 **MR. ROUHANA:** Well, my name is Marc Rouhana. I'm  
16 presenting this as an exhibit.

17 **COMMISSIONER EDGAR:** And this is bill information?

18 **MR. ROUHANA:** This is the bill information from --  
19 let's see, May to show the average use of water, and then  
20 August when it spiked up, and September which is after the new  
21 meter was put in and still is erroneous.

22 **COMMISSIONER EDGAR:** Okay. So this will be marked as  
23 Exhibit 57?

24 **MR. SAYLER:** Yes, ma'am.

25 (Exhibit Number 57 marked for identification.)

1           **COMMISSIONER EDGAR:** Thank you very much for closing  
2 that out. I appreciate it.

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

6                               DIRECT STATEMENT

7           **MR. YUHAS:** Good evening. My name is Andrew Yuhas,  
8 Y-U-H-A-S, 10322 Choice Drive, Jasmine Lakes. I agree with the  
9 condition of the water. I mean that goes without saying. My  
10 first experience with trying to get in touch with Aqua was in  
11 March of 2007 when I received a bill for \$93, and I couldn't  
12 figure out why I would be getting a bill for that much money.

13                       I went through the procedure of calling Aqua. Got  
14 hung up three times. The fourth time I finally got someone. I  
15 explained to her that the bill was very high, and she paused  
16 for a minute and then she said, "You probably have a leak."  
17 Okay. She probably read that someplace. And I asked her if  
18 she could send someone out. And she said, "Well, we don't  
19 normally do that. You have to check to see if you have a leak  
20 first."

21                       My background is instrumentation and electrical  
22 superintendents in oil refineries. I have gone through a lot  
23 of meters, okay. So what I did was to close off the valve by  
24 the house and took a note of the reading, and an hour later,  
25 went back and the reading was the same. Turn the valve on. We

1 had shut everything off in the house. The reading was the same  
2 after an hour.

3 I called her back and couldn't get her. I had to try  
4 the next day and then the next day. I finally got her on the  
5 third day, or got someone to listen to me. This went on for  
6 quite awhile. I finally got someone to come down and read the  
7 meter. They came down and read the meter, and I was there,  
8 fortunately, with them, and he checked again for a leak. We  
9 went through that procedure again, there was no leak.

10 He took the reading, and he said he was going to send  
11 it in. The next week, or the next month I got an estimated  
12 bill which was higher than the previous one, okay. I could  
13 tell you other horror stories, but, you know, like on -- going  
14 into 2008. 2007 was a disaster. I finally got fed up and  
15 called the Commission, the Public Service Commission, and have  
16 been speaking to a lady by the name of Shawna (phonetic), and I  
17 have been working with her. And she, in turn, calls Aqua, and  
18 since '07 we have had a pretty good relationship going.

19 But she has directed me to a Mrs. Green at Aqua, and  
20 Mrs. Green hasn't called me. She is supposed to be a  
21 supervisor or whatever, and said that I would not be getting  
22 any more bills unless they passed through her. Okay. So, we  
23 sent -- they sent another guy down. We took a reading, and we  
24 handed -- he handed in the reading. He called the reading in,  
25 and said he was going to send it in by paper, right?

1           The following month, I get -- and she said I will not  
2 get another estimated bill, okay. She said because they are  
3 all going through me. The following month I got an estimated  
4 bill. I called Mrs. Green, eventually got her, and then called  
5 Shawna, told her what had taken place. She in turn got in  
6 touch with Mrs. Green. Mrs. Green sent me a nice letter and  
7 called, right? But I have had some real bad bills where they  
8 are supposed to be read.

9           And after the first incident, the first time I read  
10 that meter, I had to actually clear it off, open it up and  
11 clear off the dial so that I could read it. After that, I put  
12 a piece of Scotch tape on it, and if someone was going to lift  
13 up the lid, the Scotch tape was going to be broken. I received  
14 three bills that were marked in back, and they were marked  
15 actual, which says that they were read and the tape was still  
16 on it. Now, somebody is not doing their job, okay.

17           I have gotten bills which were different from my  
18 reading, because I read it on the 23rd of the month, which is  
19 usually when they are supposed to be read, or that's what the  
20 paper says anyway. And, I read it, and they send me a meter  
21 reading. I deduct my reading from their higher reading, and I  
22 get 9,090 gallons more, okay.

23           Now, what I want to know is, I'm doing this, okay.  
24 There's 1,500 or 1,800 people in our community. Maybe there is  
25 300 to 400 people that are questioning these charges. Now,

1 they have gone through a couple of meter changes, right? These  
2 people aren't questioning it, so they are just paying. Now,  
3 these people, Aqua, I'm not accusing them of anything, but they  
4 are making money on false pretenses because they're issuing  
5 these statements that people are just paying not questioning  
6 and they are not refunding anybody any money. And this has  
7 been going on for a good many years.

8 I started it in -- I started checking it in March of  
9 '07, and it's ridiculous the -- some of the statements, you  
10 know, that I've got, 2,400 gallons, you know, that I'm being  
11 overcharged for, you know. And the old ladies that, you know,  
12 not that I'm not old, but these old people that the bill comes  
13 in from them, it is \$73. They pay \$73. That's contributing to  
14 that \$7 million bonus that this guy is getting up there, you  
15 know. Thank you.

16 **COMMISSIONER EDGAR:** Thank you.

17 Mr. Reilly.

18 **MR. REILLY:** Mr. Yuhas, did you want to have that as  
19 a composite exhibit, your bills?

20 **COMMISSIONER EDGAR:** Did you want to leave your bills  
21 with us as an exhibit is what Mr. Reilly is asking?

22 **MR. YUHAS:** I have got a whole bunch of them over  
23 here.

24 **MR. REILLY:** They could copy them, you know, and  
25 then.

1           **COMMISSIONER EDGAR:** Yeah. I don't know if you would  
2 want to part with it. That's up to you, Mr. Yuhas. If you  
3 would like us to have a copy, you can leave it with our staff,  
4 and they will mail it back to you. If you are not comfortable  
5 with that for whatever reason, I bet Mr. Reilly could contact  
6 you at a later date.

7           **MR. REILLY:** Make it a late-filed, and we will  
8 contact him.

9           **MR. YUHAS:** Okay.

10          **COMMISSIONER EDGAR:** Okay. All right. We will  
11 handle it that way. Thank you.

12          Mr. Reilly.

13          **MR. REILLY:** I believe the next witness is William  
14 Rurey. I think it's R-U-R-E-Y, but I'm not sure about the  
15 spelling.

16          **COMMISSIONER EDGAR:** R-U-R-E-Y.

17          **MR. REILLY:** William C. Perhaps he has left.

18          Okay. Our next witness is Maria Nordby.

19                               MARIA NORDBY  
20 appeared as a witness and, swearing to tell the truth,  
21 testified as follows:

22                               DIRECT STATEMENT

23          **MS. NORDBY:** Hi there. Maria Nordby. Do you need me  
24 to spell it?

25          **COMMISSIONER EDGAR:** Yes, please.

1           **MS. NORDBY:** N-O-R, D, as in dog, B, as in boy, Y.  
2   11315 Zimmerman Road, Port Richey 34668. And on my bill it  
3   says Palm Terrace. I live in Executive Woods.

4           Where do I start? It's the same as everybody else.  
5   The water is nasty. I will not give this water to my dogs. I  
6   won't drink it. The same as everyone else. The rates, too  
7   high for poor quality water, poor quality maintenance, and poor  
8   quality service.

9           On service, though, I will say since everything here  
10   has kind of been negative, the gentleman right there sitting  
11   that works for Aqua, he did come and replace my meter. We have  
12   had problems for four years since I lived here. He did come  
13   and replace my meter. He was very professional, very friendly,  
14   and did a good job. I just want to let you know that.

15           I don't feel the need to read the meter on a regular  
16   basis. Some are less than 30 days, some are over 30 days. We  
17   have to read it every month. Actually, my mom does, because I  
18   work so much. But I moved here four years ago because my mom  
19   had a major heart attack so she wouldn't have to work. Big  
20   mistake. I came from Pinellas County. I should have stayed  
21   there. But it has been nothing but a headache with this water  
22   company for four years. Luckily, I don't have to deal with  
23   them. My mother does. If they had to deal with me, I wouldn't  
24   be nice. My mother is very nice. I'm not. She e-mailed  
25   you'll and that's how we got in contact with Alice Green, of

1 course, also.

2 I have so many bills. These are just a few, but I'm  
3 not going to leave them, of the problems. I don't know where  
4 they get our usage from. We use more water at this one house  
5 than we did in Dunedin in two separate houses. I don't get it.  
6 And it's only me working. There is one income in my house.  
7 There is nobody else. My mom has no health insurance. She  
8 gets no money. It is just me. And I have a good job. I do  
9 work for the federal government, Department of Homeland  
10 Security, but I can't -- I'm busting my butt to do that. And  
11 my house is only a \$117,000 house. I'm not living beyond my  
12 means. I can't pay this water.

13 As far as our billing goes -- this is what my mother  
14 says -- I can't read it. I don't understand it. She worked in  
15 a bank. She don't understand it. We call it creative  
16 accounting is what their bill is. So on the extent of that,  
17 that's it. I mean, I just -- it's ridiculous. What I say, get  
18 them out. Let us get our water from Pasco County. There are  
19 too many fingers in the pot.

20 Thank you.

21 **MR. REILLY:** The next witness or witnesses are Mala  
22 Dasi and Marie Wood. They are both on the same line. I'm not  
23 sure if they are together.

24 MARIE WOOD

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



1 testified as follows:

2 DIRECT STATEMENT

3 **MS. WOOD:** Okay. I'm Marie Wood. Can you hear me?

4 **COMMISSIONER EDGAR:** Yes.

5 **MS. WOOD:** Okay. My address is 7026 Bougainville  
6 Drive in Port Richey 34668. That's Jasmine Lakes.

7 Okay. I have approximately 300 signatures here on a  
8 petition against the proposed rate. And, basically, the  
9 complaint is the same as what everybody else said. We pay  
10 these exuberant bills. We've still got to go spend 50 bucks a  
11 month on water to drink. I talked to some families with  
12 children. They have had to schedule shower nights. They are  
13 not doing the laundry, you know, as they want to. They can't  
14 bathe as often as needed. And just really everything, what  
15 everybody else said, nobody can afford it. Boiling the water  
16 doesn't clean it. Toilets are brown.

17 But I do want to make one statement here. You  
18 mentioned something about a chemical or a bacteria in the water  
19 that's spiro-something (sic). Okay. My dog, I never ever walk  
20 her outside. Never ever give her people food. She drinks  
21 bottled water in the house. But I have a pool outside for her.  
22 She goes in the pool, she drinks it. One day I'm walking her,  
23 which I never take her out, but I took the kids for a walk. I  
24 said, I'll take the dog for a change, for a treat. Take her  
25 down the street.

1           My granddaughter yells, "Nanna, look she's pooping  
2 red." Blood. I take her to the vet. It is called  
3 spirochetes. Where does that come from? You know what the  
4 doctor told me? Either the water or something she ate. So it  
5 could only be either the dog food or the water from Aqua Water.  
6 Spirochete was a parasitical bacteria from this spiro-something  
7 that was in our water. So the dog did live, and she recovered,  
8 but this is why somebody else had mentioned getting separate  
9 tests done, and maybe even the health department getting  
10 involved, because we can't even feed it to animals, you know,  
11 nevermind ourselves. So, I'm done. I'm going to turn this in.

12           **COMMISSIONER EDGAR:** We'll go ahead and mark it as an  
13 exhibit.

14           Thank you. And thank you for coming.

15           **MS. WOOD:** Sure.

16           **COMMISSIONER EDGAR:** We are at 58?

17           **MR. SAYLER:** Exhibit 58, unless we want to have Mr.  
18 Andrew Yuhas' bills, which he was going to late file.

19           **MR. REILLY:** That would be 58, if we have a  
20 late-filed from him.

21           **COMMISSIONER EDGAR:** Okay. So do you want to mark  
22 the potential late-filed as 58 and then mark this as 59. Okay.

23           And, Commissioner Argenziano, did you have a  
24 question?

25           **COMMISSIONER ARGENZIANO:** No.

1 And, Mr. Sayler, why don't you give us a title.

2 **MR. SAYLER:** We will call this Petition Against  
3 Proposed Rates from the Residents of Jasmine Lakes, submitted  
4 by -- is it Marie Wood?

5 **MS. WOOD:** Marie Wood, yes.

6 **MR. SAYLER:** All right. Thank you.

7 (Late-filed Exhibit 58 and Exhibit 59 marked for  
8 identification.)

9 **MS. WOOD:** Okay. And now Mala will take over.

10 **COMMISSIONER EDGAR:** Okay. And if you will tell us  
11 your name, please.

12 **MALA DASI**

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

15 **DIRECT STATEMENT**

16 **MS. DASI:** M-A-L-A Dasi, 10615 Azalea Drive, Port  
17 Richey, Jasmine Lakes.

18 **COMMISSIONER EDGAR:** I'm sorry. You're going to have  
19 to do that a little slower.

20 **MS. DASI:** Yes, ma'am. 10615 Azalea Drive, Port  
21 Richey, Jasmine Lakes area.

22 **COMMISSIONER EDGAR:** Okay. Thank you.

23 **MS. DASI:** My complaint is about the Aqua utility.

24 I have been in that house for eight years. In the  
25 beginning I didn't have any problem, but now for the past month

1 my water bill -- I spent 500 gallons of water in one month, and  
2 I don't even have washing machine or dish washer, no drinking,  
3 or cooking, or washing dishes, or anything, just the toilet.  
4 And I have \$84 for the water bill. \$84 for not even using it,  
5 for nothing. So I shut the water off last week. I called the  
6 company, and the lady was very nasty. She didn't want to shut  
7 off the water. So I had to call back again, and then the guy  
8 did it for me. So they shut the water. I don't have water in  
9 the house anymore. I don't want the water until this increase  
10 goes -- don't approve it.

11 Because my income is not enough to pay all the bills.  
12 So I have no way I can pay 84 or \$100 a month. There is no way  
13 for 500 gallons, and sometimes 250 gallons a month, it's not  
14 possible. It's not possible. Because I spend more than  
15 30 gallons in bottle water for myself. So just for the toilet  
16 it is not possible. So please don't let them increase it, so I  
17 can turn on the water again. Because I have no water. I am  
18 only buying it every day, every day, every day, ten gallons at  
19 least a day for everything. So please -- that is the only  
20 thing I can say. Everybody has said the same.

21 Thank you so much.

22 **COMMISSIONER EDGAR:** Thank you.

23 **MR. REILLY:** The next witness is Nancy Hetherington.

24 NANCY HETHERINGTON

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

1 testified as follows:

2 DIRECT STATEMENT

3 **MS. HETHERINGTON:** I have --

4 **COMMISSIONER EDGAR:** If you would, ma'am, pull the  
5 microphone a little closer, if you would for us, and tell us  
6 your name. That will help us and the court reporter, and then  
7 go right ahead after that.

8 **MS. HETHERINGTON:** My name is Nancy Hetherington,  
9 7909 Judith Crescent, Port Richey, and Palm Terrace Gardens.

10 I mainly want to ask a question. I, last year, had  
11 sent you these petitions for the rates of Aqua Utilities. And  
12 I was just wondering if I could have them petitions, they are  
13 the same ones, because some of them are here -- were here,  
14 anyway, if they could go onto this one, because it is the  
15 same -- the docket number was the --

16 **COMMISSIONER EDGAR:** The previous --

17 **MS. HETHERINGTON:** Yes.

18 **COMMISSIONER EDGAR:** Same as it was last year?

19 **MS. HETHERINGTON:** Yeah, 060368-WS.

20 **COMMISSIONER EDGAR:** I'm wondering --

21 **MS. HETHERINGTON:** And I had --

22 **COMMISSIONER EDGAR:** -- Erik, if that's something  
23 that could be put in the correspondence file.

24 **MS. HETHERINGTON:** I have the letters from you and  
25 the letter that I wrote you.

1           **COMMISSIONER EDGAR:** If you would, would you let --  
2 will you hand that to our staff right over here, and let Erik  
3 take a look at it for a moment and see if --

4           **MS. HETHERINGTON:** Okay. Thank you.

5           **COMMISSIONER EDGAR:** You're welcome.

6           Erik, is this something that we can mark today or in  
7 the correspondence file? There may be another option, but I  
8 will look to you for your suggestion.

9           **MR. SAYLER:** Commissioner, this is a copy of the  
10 letter that Ms. Hetherington received from the Commission last  
11 year related to the Aqua filing, and it was in response to her  
12 letter. And I think her other question was regarding her  
13 petition --

14           **COMMISSIONER EDGAR:** From last year?

15           **MR. SAYLER:** -- from the previous filing, whether or  
16 not we will be able to incorporate that into this docket. I'm  
17 not sure of the propriety of that.

18           Does Aqua have an issue with incorporating those  
19 petitions into this docket by reference? I'm not --

20           **MS. ROLLINI:** We don't object to that.

21           **MR. SAYLER:** No objection to that. So we will see if  
22 we can locate that and without objection we will enter that in  
23 along with these letters as Exhibit Number 60.

24           **COMMISSIONER EDGAR:** We will mark that as 60, and  
25 call it a composite exhibit from Ms. Hetherington.

1 Counsel, I thank you for your cooperation. And,  
2 Ms. Hetherington, thank you and thank you for your patience.

3 **MS. HETHERINGTON:** Okay. Thank you.

4 **COMMISSIONER EDGAR:** Thank you.

5 **MR. SAYLER:** Thank you.

6 (Composite Exhibit Number 60 marked for  
7 identification.)

8 **COMMISSIONER EDGAR:** Mr. Reilly.

9 **MR. REILLY:** All right. The next witness is Steven  
10 Biedinger.

11 **COMMISSIONER EDGAR:** Is there a Mr. Biedinger?

12 **MR. REILLY:** Biedinger?

13 **COMMISSIONER EDGAR:** Biedinger.

14 **MR. REILLY:** The next witness is Stacy Zinsmeister.

15 STACY ZINSMEISTER

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

18 DIRECT STATEMENT

19 **MS. ZINSMEISTER:** Hi, how are you? Can you hear me?  
20 All right. My name is Stacy Zinsmeister. Do you need me to  
21 spell that?

22 **COMMISSIONER EDGAR:** Yes, please.

23 **MS. ZINSMEISTER:** Z, as in zebra,  
24 I-N-S-M-E-I-S-T-E-R. I reside at 7711 Judith Crescent, Port  
25 Richey, and that's in Palm Terrace.

1 I am not going to take up a lot of your time because  
2 you have been here all night. I also have 50 signatures from  
3 people, a petition from people that couldn't be here. I just  
4 want to say real quickly someone else had pointed out they do  
5 not notify us for the boiled water. We get a sign maybe here  
6 or there, but we don't get any phone calls. We don't get any  
7 letters. We don't get any anything. And I figure if they can  
8 find us to send a bill, they can find me to tell me I can't use  
9 the water.

10 I did have a problem -- I own a house here. I moved  
11 out and I moved back in in June. I called them to have the  
12 water turned on. I paid my deposit, and approximately two  
13 months later I called them trying to find a bill. They told me  
14 I didn't exist. I wasn't there. So I kept trying. I called  
15 them anonymously, asked them who was registered to my house,  
16 they gave me my name. I called them again for approximately  
17 four or five months, every month trying to find a bill. They  
18 told me they were too busy to send me a bill, because, I guess,  
19 they were paying money back, paying back refunds or something  
20 else, and they were backed up.

21 So, finally, in nine months I had to contact the  
22 Commission's office, and I finally got a bill after nine  
23 months. And they wanted me to pay it immediately. So I told  
24 them, no. You know, it took me nine months to accrue it; I  
25 will pay you back in nine months. I did speak to Ms. Green,



1 who tried to set something up. I still every month for three  
2 months got a shut off letter, so I just had to go ahead and pay  
3 it. There was no other recourse.

4 But that's it. I'm not going to take up anymore of  
5 your time. The water is horrible. I think it is ridiculous  
6 that they want to increase it like this. There is a lot of  
7 elderly people in this community and they just can't handle it.  
8 There are families that are struggling, trying to start out,  
9 they are having a hard enough time. That's it. Thank you for  
10 your time.

11 **COMMISSIONER EDGAR:** Will you spell your name for me  
12 one more time?

13 **MS. ZINSMEISTER:** That's okay. Zinsmeister, Z, as in  
14 zebra, I-N-S-M-E-I-S-T-E-R.

15 **COMMISSIONER EDGAR:** Thank you very much, and would  
16 you like to leave that petition with us?

17 **MS. ZINSMEISTER:** Yes.

18 **COMMISSIONER EDGAR:** And would you hand that to our  
19 staff. Thank you.

20 **MR. SAYLER:** All right. I have this as Exhibit 61,  
21 50 Signatures from Palm Terrace Residents.

22 (Exhibit Number 61 marked for identification.)

23 **COMMISSIONER EDGAR:** Mr. Reilly.

24 **MR. REILLY:** Our next witness is Frances Parrino.

25 FRANCES PARRINO

1 appeared as a witness and, swearing to tell the truth,  
2 testified as follows:

3 DIRECT STATEMENT

4 **MS. PARRINO:** I don't know what else I could say  
5 besides that what they all said, it's true.

6 **COMMISSIONER EDGAR:** Okay. Well, this is what I need  
7 you to say for me. Please tell me your name.

8 **MS. PARRINO:** Oh, I'm sorry.

9 **COMMISSIONER EDGAR:** That's okay.

10 **MS. PARRINO:** Frances Parrino, Palm Terrace,  
11 7705 Judith Crescent 34668. Got it?

12 **COMMISSIONER EDGAR:** Thank you.

13 **MS. PARRINO:** Okay. Now, from the bill that I used  
14 to get like 20-something-dollars, all of a sudden 61, and my  
15 other neighbor, too, but he passed away. I's crazy. I mean,  
16 why did they base the water so high? I'm on a very small  
17 income. Now I'm on budgets to everything. It is ridiculous.  
18 Nobody can pay it. And the water is horrible, and I keep  
19 buying all kinds of bottled water. I mean, even to shower.  
20 It's horrible, trust me. And I guess I just hope you get rid  
21 of them.

22 Thank you, honey. Sorry to bother you all.

23 **COMMISSIONER EDGAR:** Thank you.

24 **MS. PARRINO:** But please help us, someone.

25 **COMMISSIONER EDGAR:** Mr. Reilly.

1           **MR. REILLY:** The next witness is Cledes Smith.

2           **COMMISSIONER EDGAR:** Cledes Smith.

3           **MR. REILLY:** Cledes Smith.

4                           CLEDES SMITH

5       appeared as a witness and, swearing to tell the truth,  
6       testified as follows:

7                           DIRECT STATEMENT

8           **MR. SMITH:** My name is Cledes Smith. I live at 10835  
9       Rexdale Avenue, Port Richey, Florida 34668. I am in the Palm  
10      Terrace Association. I am a Florida Water customer. Now I am  
11      an Aqua water customer. And Aqua water -- and I have got some  
12      questions to ask the Commission. I thank you for coming here.  
13      That saved me a trip to go to Tallahassee.

14                   When Florida Water owned the company, we had a  
15      difference of opinion of the quality of the water. I lived  
16      there for 13 years. At first I was a snowbird you would call  
17      us, back and forth. Okay. I cannot turn the water off,  
18      period. That's against the law. That's against their  
19      regulations. But I am paying exactly about 50 bucks a month  
20      for water that I never got to drink. I never put any of it in  
21      the sewer line. And I think where did the money go? If I  
22      ain't putting nothing down the sewer line, why do I have to pay  
23      a maintenance when I ain't there.

24                   If I take a vacation, I cannot turn your water off.  
25      Why can I not turn off your water for six months? If I ain't

1 putting no water in your system, why do you keep charging me  
2 for it? I've got plenty -- 13 years of water bills that six  
3 months out of the year I did not use no water. Nothing going  
4 in the sewer line, okay. That's when Florida Water had it.

5 Now I've got Aqua water. Okay. Palm Terrace was  
6 built in 1971. We still got the guy that built it, called Palm  
7 Terrace Builders. He owns one house. Five streets in Palm  
8 Terrace where I live has got sewer lines. We have got five  
9 streets. There is nine streets in Palm Terrace. Everybody  
10 else is on a septic system. They only have to pay for the  
11 water, okay. So you raise the water up, they ain't too many of  
12 them here. But I got customers here that's estimated here. My  
13 neighbor next door, she draws \$500 a month, and she has got  
14 cancer. She just had an operation, just came out of the  
15 hospital. Her income is 500. Her water bill is a total is --  
16 Ms. LaBonavitch's (phonetic), is 78.78 right here. I would  
17 like to introduce this in, too. Okay.

18 My bill -- I have been on vacation. I used  
19 approximately, for 33 days, 90 gallons of water a day, is what  
20 it says, 300 gallons. My bill is \$36.44. I can't understand  
21 why. Heck, lots of my neighbors that lives next to me, they  
22 are on fixed income. You and I are paying for their water  
23 bills, because they don't work, they get assistance from the  
24 state, they get assistance from the county, okay. Me and a  
25 couple of other people working in the neighborhood there, we

1 are paying for all the work. So does everybody in Pasco County  
2 is paying their water bill, because the lady lives exactly back  
3 of me, she owed 600 bucks for the water bill. Do you know  
4 what, all of a sudden she disappeared. The house is -- the  
5 weeds is grewed up, everything is on the back porch. The air  
6 conditioner has disappeared, and somebody is living in there,  
7 and we don't know who. And the guy next to us, he's on WIC,  
8 but let me tell you, his garbage is piled up higher, higher,  
9 and higher every day. But what happens to me, I've got to bury  
10 the rats that are running around in the yard, okay.

11 Now, I am asking you, as Commissioners, what happened  
12 to Premier Street when you took the house out with the water  
13 and the well? I'll tell you why. You took it out because Palm  
14 Terrace is falling in. I have a sink hole. They done spent  
15 over \$90,000 from Florida Insurance, it's the state insurance,  
16 to repair my house. They are still repairing my house. All of  
17 Rhinebeck (phonetic) is falling in. Repair, repair. Florida  
18 Insurance is paying for it, because you see it sucking the  
19 water up out of the ground, okay. We are falling in, they are  
20 getting rich, okay.

21 They get the money. I don't get the money, but the  
22 insurance company is paying to pump us back up every day.  
23 Every day you hear them go bang, bang, pump, pump, ten loads.  
24 I got 100 yards of grout under me because Pasco County up on  
25 Denton Road, you are sucking the water out up off the little

1 road. It's called Denton Road. Well after well after well.  
2 You suck the water out, and we fall in.

3 **COMMISSIONER EDGAR:** Mr. Smith, did you say that you  
4 are in the Palm Terrace area?

5 **MR. SMITH:** Yes, ma'am. I've got sewers.

6 **COMMISSIONER EDGAR:** Okay. And --

7 **MR. SMITH:** It is five streets got sewers, ma'am.

8 **COMMISSIONER EDGAR:** Okay. And are you going to  
9 leave us a copy of your bill?

10 **MR. SMITH:** Oh, I'm going to leave you a copy of the  
11 bill, but I will give you Ms. LaBonavitch. But my neighbor  
12 down the street, they are unemployed. They all lost their  
13 jobs. They got a boy going to school and a younger boy going  
14 to school. Her estimated bill here is \$185. Her actual usage  
15 is 7,100 gallons. But I can't give you the bill because she  
16 handed it to me when I was coming down. She can't come down  
17 here, because she said that they are at odds with Aqua Water to  
18 get it settled, you know. Her estimated bill is \$185.25 and  
19 the usage is 7,100 gallons for three people. The kids go to  
20 school, and she is there all day long, but she is out trying to  
21 find a job. She says how come she gets charged for all of  
22 this? Okay.

23 Here is another thing, when Palm Terrace built the  
24 subdivision, the man that built the subdivision, everybody that  
25 bought the house, they were all from New Jersey and New York.

1 We was in a subdivision. We had an association, but we don't  
2 have an association no more, because the kids got to come in  
3 there. How can you put all the kids in an association. They  
4 got rid of the association. We have kids now. I ain't got no  
5 problem with kids, but how can you put more kids in a two-room  
6 or one-room apartment? You tell me that. Where I'm from, you  
7 ain't allowed to do that.

8 **COMMISSIONER EDGAR:** All right. Okay. Let me take  
9 it one at a time, if I may, Mr. Smith. Okay. The bill from, I  
10 think you said one of your neighbors, Ms. LaBonavitch, that you  
11 cannot leave with us. But --

12 **MR. SMITH:** No, the one -- the one with 7,100  
13 gallons.

14 **COMMISSIONER EDGAR:** All right. What you can leave  
15 with us --

16 **MR. SMITH:** I will leave you Ms. LaBonavitch and  
17 mine.

18 **COMMISSIONER EDGAR:** Okay. I would like you to give  
19 that to our staff, if you would, and we will mark it here in a  
20 moment. And the bill, I think you said from a neighbor that  
21 you cannot leave with us, but if you can show it to --

22 **MR. SMITH:** I'll show it to him.

23 **COMMISSIONER EDGAR:** Yes, to Mr. Deason, and he can  
24 take down the address and customer number and whatever other  
25 information, so that if there are some issues, perhaps of

1 overbilling, or estimating, or not being resolved, our staff  
2 can work with Aqua to see if we can follow up. I think  
3 that will help us follow through.

4 **MR. SMITH:** The 2007 annual drinking water report  
5 from Aqua Water for Palm Terrace addressed to me, because I  
6 complain all the time about the water. It turns my skin pink  
7 and it burns me. But do you know what, I have to pay \$60 a  
8 month for water. I have never drunk one drop of his water or  
9 Florida's water, because I have to go buy the bottled water to  
10 make the coffee. To wash the dishes she puts a chemical in  
11 there to make the -- to sanitize the dishes. My dishes turn  
12 brown. My shower is brown. I take a shower in it, me and her,  
13 and, boy, it burns your skin.

14 **COMMISSIONER EDGAR:** Okay. Again, let's take them  
15 one at a time.

16 **MR. SMITH:** We can't drink it. We ain't never drunk  
17 it in 13 years, but you keep charging me. I can't turn the  
18 water off when I leave. But now I'm a Florida resident. I'm  
19 here. You are going to be in my corner for me, I hope. I  
20 don't want them to get a rate increase.

21 **COMMISSIONER EDGAR:** And Mr. Reilly, too.

22 **MR. SMITH:** I don't want them to get a rate increase,  
23 because they ain't got quality water. Now, I think in the  
24 years to come that Pasco County will have to buy them out, and  
25 they are going to make one heck of a profit, because we are



1 going to insist that you give us some drinking water. If I'm  
2 going to pay 44, or a hundred bucks, or \$85 for drinking water,  
3 I want to drink it. I want it to come through the pipes. I  
4 want it to be safe. I don't want to have this sign here on the  
5 back of the water thing here that says you might be infected  
6 with your water.

7 **COMMISSIONER EDGAR:** Okay. Again, let's take them  
8 one at a time, because I do want to get to the speakers who --  
9 potential future speakers who have been very patient. So if  
10 you would, Mr. Smith, work with me. Let's give the information  
11 that you can leave with us to our staff, and if you can hand it  
12 to them.

13 **MR. SMITH:** I will.

14 **COMMISSIONER EDGAR:** Can you do that now for me,  
15 please?

16 **MR. SMITH:** Yes, ma'am.

17 **COMMISSIONER EDGAR:** Thank you.

18 **MR. SMITH:** The other one I have to take back.

19 **COMMISSIONER EDGAR:** Okay. And we will make sure  
20 that we take care of that, as well.

21 And, Mr. Durbin, you can maybe help us here, as well.

22 So if you can leave that with Mr. Sayler, and then --

23 **MR. SMITH:** This is the annual report that you sent  
24 me.

25 **MR. SAYLER:** All right.

1           **MR. SMITH:** This is my bills here.

2           **MR. SAYLER:** Okay.

3           **MR. SMITH:** And this is Ms. LaBonavitch, the cancer  
4 lady next door.

5           **MR. SAYLER:** All right. These are bills -- this is a  
6 composite exhibit of your bills, your neighbor's bills,  
7 and the --

8           **MR. SMITH:** This one I have got to take back, because  
9 she wants it back.

10          **MR. SAYLER:** All right.

11          **COMMISSIONER EDGAR:** Okay. Mr. Durbin, thank you so  
12 much.

13               And, Mr. Smith, if you will go with Mr. Durbin, and  
14 Mr. Deason will take down that information. Make sure that you  
15 get that bill back to you. We will do that right now.

16               And, Mr. Durbin, if Mr. Smith has other issues, I  
17 think we've covered them, and in case I have missed anything,  
18 Mr. Durbin right here will help you.

19           **MR. SMITH:** But in all the subdivision, there's nine  
20 streets in the subdivision, only five streets have got sewer.  
21 The sewer is what is eating us up. You only got -- we even got  
22 a system on Ranch Road that belongs to my neighborhood. The  
23 system, it sterilizes everything. They pump the water up there  
24 on Ranch Road. It goes out, comes up out of the ground of  
25 their sprinkler system, comes out on this one area. It's

1 fenced in, about 8-foot or 9-foot fences. You can't get in.  
2 Only the ducks get in, okay. And then right down below it is a  
3 retention pond where the ducks are. Even the ducks don't get  
4 in the water half the time. I'm serious.

5 **COMMISSIONER EDGAR:** I hear you.

6 **MR. SMITH:** I mean, you know, we have got issues with  
7 water here. We have got real bad issues. Now, I'm from Ohio.  
8 My highest bill in 40 years was \$44 for two months. I could  
9 turn my water off any time I wanted to.

10 **COMMISSIONER EDGAR:** Mr. Durbin, hold on.

11 (Simultaneous conversation.)

12 **MR. SMITH:** I can turn my water off, and then I can  
13 go back and I pay 25 bucks to get it turned on. For six months  
14 they do that -- I did. Now, all the time I came here. I owned  
15 a house for 13 years here, and I can't understand why I cannot  
16 turn the water off in Florida and go somewhere else to visit  
17 for six months.

18 **COMMISSIONER EDGAR:** Okay. I'm going to ask you  
19 to -- and thank you for your comments very much, for all of us,  
20 and ask Mr. Durbin if you would, if you could work with him,  
21 because I do need to get to the other people.

22 **MR. SMITH:** I'm sorry to take up your time.

23 **COMMISSIONER EDGAR:** No, no, no.

24 **MR. SMITH:** Really and truly, I called Tallahassee a  
25 lot, and you know what, they even blamed it on Georgia. Honest

1 to God they did, lady. And that's the truth so help me God.  
2 Everything I have told you is the truth. You have a nice day  
3 and thank you for coming here.

4 **COMMISSIONER EDGAR:** Thank you very much.

5 Mr. Reilly.

6 **MR. REILLY:** The next witness is Kevin Ferris.

7 **COMMISSIONER EDGAR:** Mr. Ferris. Thank you for your  
8 patience.

9 KEVIN FERRIS

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

12 DIRECT STATEMENT

13 **MR. FERRIS:** Kevin Ferris, and I live at  
14 7615 Greybirch Terrace, Port Richey, and I am in the Palm  
15 Terrace Subdivision. I won't take up everybody's time, because  
16 I think so many people before me were extremely eloquent and  
17 well-versed in what their complaints are. The only reason I  
18 stayed around so long is to express the opinion that, frankly,  
19 I'm alarmed that the water quality is so bad and yet there is  
20 consideration to more than double the rate. That to me is  
21 alarming. And then the 125 percent increase is like their  
22 water, it just doesn't pass the smell test. The water has an  
23 oil slick on it and a snow storm in it.

24 My wife is mad at me because I park my car next to  
25 the lady next door who has sprinklers, and her sprinkler water

1 gets on our chrome wheels and never comes off. I don't have a  
2 lot to complain about, but I would like to see rebates for the  
3 water we have to buy. I don't feed my birds and I don't feed  
4 my dog this stuff here. And if it's that bad and so uniform  
5 amongst the subdivisions served by them, then I think there is  
6 more owing here than just consideration of a rate increase. I  
7 think there ought to be a look/see into what kind of water and  
8 how safe it is and what stopgaps there are for potential  
9 hazards coming through the pipes.

10 I have lived all over the county, and I have never  
11 had water like this. I just don't drink it anymore. I can't.  
12 But so many people said it a lot better than I did, and I thank  
13 you for your time.

14 **COMMISSIONER EDGAR:** Thank you, Mr. Ferris.

15 Mr. Reilly.

16 **MR. REILLY:** Okay. The next witness is R. C.  
17 Hammonas (sic).

18 **MR. HAMMONDS:** Hammonds. Don't forget the D.

19 **COMMISSIONER EDGAR:** Will you spell it for us?

20 **MR. HAMMONDS:** Yes, that's H-A-M-M-O-N-D-S.

21 **MR. REILLY:** I thought it was an A.

22 R. C. HAMMONDS

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

25 DIRECT STATEMENT

1           **MR. HAMMONDS:** And I live at 7621 Greybirch Terrace  
2 at Palm Terrace. And like everybody else has said, the water  
3 stinks, and I brought you a bottle of it. And it's not gold  
4 dust in it, but they are trying to charge us for gold dust.  
5 But, no, I have a refrigerator that we paid like \$3,000 for.  
6 It has an internal filter. This internal filter is supposed to  
7 last anywhere from six to eight months before you have to  
8 change it. Well, I also have an external filter that I put on  
9 it, and within two months both of them are clogged up. So, I  
10 mean -- and that's what is coming out of our faucet.

11           My wife has a pet cat that she has got bladder  
12 stones. She become a diabetic from this water, and the blood  
13 count -- her blood count has got as high as 800. And we took  
14 her off of the water, and now she is -- it has been about seven  
15 months, and she is not a diabetic any longer. So it's  
16 something that is in the water. I have no idea what it is.  
17 But it's nasty, and you just can't clean it up.

18           Now, this is from a 12 ounce bottle of water that  
19 froze overnight. And there is just all kinds of sediment,  
20 whatever it is.

21           **COMMISSIONER EDGAR:** Mr. Hammonds, would you like to  
22 leave that with us, because we have taken water samples in the  
23 past, and we can, and Commissioner Skop would like to look at  
24 it.

25           So, Erik, we will mark it and we will take --

1 Can you leave that with us?

2 **MR. HAMMONDS:** Sure.

3 **COMMISSIONER EDGAR:** Okay. And so --

4 **MR. SAYLER:** To my understanding, Commissioner, not  
5 that we don't doubt that this is water from that, I have been  
6 advised that we can't really take water as exhibits. But we  
7 will gladly take it with us, but we just can't enter it into  
8 the record as an exhibit.

9 **COMMISSIONER EDGAR:** Okay. Let me just go to  
10 Mr. Reilly for a moment.

11 Mr. Reilly.

12 **MR. REILLY:** I would suggest this man represents and  
13 is giving sworn testimony that this is water that came from his  
14 tap, and I would hope that they would accept it on that basis.

15 **COMMISSIONER EDGAR:** This is what I would like to  
16 suggest --

17 And sorry, Mr. Hammonds, thank you for your patience.

18 Let's take it and let's mark it. We will take up  
19 whether we are going to enter it into the record at the end or,  
20 we can go through individually, and if we don't enter it at  
21 this time, we will take that up at the end, and we'll discuss  
22 it. We can go ahead and accept it and mark it, and go from  
23 there procedurally afterwards. And we will pass that down so  
24 we can all look at it now.

25 And, again, thank you.

1           **MR. HAMMONDS:** It looks like the one on Channel 8  
2 news, or Channel 10 news, whichever. All of the water is this  
3 way.

4           **UNIDENTIFIED SPEAKER:** Tell them about the service.  
5 It sucks.

6           **MR. HAMMONDS:** Oh, the service, yes. The service  
7 is -- you can't describe it. There is no service, period. And  
8 one of the ladies that was from Zephyrhills, I was taking a  
9 break and she -- you know, her dog, she had to have surgery  
10 done to the dog. It had 52 bladder stones from the water.

11           **COMMISSIONER EDGAR:** Thank you, Mr. Hammonds. Thank  
12 you.

13           **MR. REILLY:** Mr. Hammonds is our last listed witness.

14           **COMMISSIONER EDGAR:** Okay. Give me just a moment to  
15 catch up here. Okay.

16           And so at this point I would normally ask is there  
17 anybody who has not spoken that would like to?

18           Come forward. Tell us your name, and have you been  
19 sworn?

20           Okay. Come on forward, if you would, and tell us  
21 your name, please.

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

25                               DIRECT STATEMENT



1           **MS. FERRIS:** My name is Sharon Ferris. I live at  
2       7615 Greybirch Terrace, Port Richey, Palm Terrace Gardens.

3           **COMMISSIONER EDGAR:** Okay. And then before you  
4       proceed, and I don't know if you were here at the very  
5       beginning.

6           **MS. FERRIS:** No.

7           **COMMISSIONER EDGAR:** Okay. And that's fine. Because  
8       all of the customer testimony is admitted into the record, what  
9       we need to do is swear people in. And if I missed -- if any of  
10      you came late, and you were not sworn, if you will just do this  
11      with us, that will work. That is the way we will do it. So  
12      for those of you who are still in the room that have given us  
13      testimony, were you sworn at the beginning?

14                Okay. All right. Then just raise your right hand.  
15      This is very quick.

16                (Witness sworn.)

17           **COMMISSIONER EDGAR:** Thank you. We are ready.

18           **MS. FERRIS:** Again, their customer service sucks.  
19      They estimated my bill for like six months. Every time I tried  
20      to call, everybody was too busy. I will call you back. I come  
21      home, I have a door hanger hanging on my door that says you  
22      have no leak. I didn't call about a leak. I called about my  
23      bill being estimated and not being read. Come to find out,  
24      they never changed out the meter. So they finally came out and  
25      put a new meter in. Who knows whether they are reading that or

1 not.

2 You know, I work for Pasco County, and if I treated  
3 my customers the way I have been treated by Aqua, I would have  
4 been -- my ass would have been out on the curb right then and  
5 there. That's all I have to say.

6 **COMMISSIONER EDGAR:** Thank you, Ms. Ferris.

7 Mr. Reilly.

8 **MR. REILLY:** That is our last witness.

9 **COMMISSIONER EDGAR:** That's all? Okay.

10 All right. Then give us just a few minutes, and we  
11 are almost done. I want to thank all of you on behalf of the  
12 Commission, my colleagues, and our staff for participating.  
13 Thank you for your patience, those of you who have waited and  
14 hung in there with us for almost the end.

15 Commissioners, we have just to take up exhibits. Any  
16 comments before we do that?

17 Commissioner Skop.

18 **COMMISSIONER SKOP:** Thank you, Madam Chair.

19 I just wanted to thank everyone for coming out. I  
20 know it has been a long evening, but we do really appreciate  
21 all of your comments and input. Thank you.

22 **COMMISSIONER EDGAR:** Thank you, Commissioner.

23 Okay. Erik, let's deal with the evidentiary matters  
24 with the exhibits.

25 **MR. SAYLER:** All right.

1           **COMMISSIONER EDGAR:** Do you want to do that, or do  
2 you want me to?

3           All right. Let me start, and you can help me finish,  
4 okay?

5           **MR. SAYLER:** Yes, ma'am.

6           **COMMISSIONER EDGAR:** Counsel, are you ready? Okay.

7           Unless there are objections, I believe we can go  
8 ahead and admit 53, 54, 55, 57, 59, 61, and 62. Does that  
9 work? Any objection?

10          **MR. REILLY:** No objections. Those are the two  
11 late-fileds.

12          **COMMISSIONER EDGAR:** I did not admit the two  
13 late-fileds.

14          **MR. REILLY:** Correct.

15          **COMMISSIONER EDGAR:** Or the water sample, or Item 60  
16 from Ms. Hetherington because I wanted to discuss that for just  
17 a moment. I was trying to make it easier. I'm saying 53, 54,  
18 55, 57, 59, 61, and 62. Are there any objections?

19          **MR. REILLY:** No objection.

20          **COMMISSIONER EDGAR:** Okay. We will go ahead and  
21 admit those into the record.

22                 (Exhibits 53, 54, 55, 57, 59, 61, and 62 admitted  
23 into the record.)

24          **COMMISSIONER EDGAR:** Then I am showing 56 and 58 to  
25 be late-filed.

1           **MR. SAYLER:** With regard to 56, I believe we have  
2       been able to burn a copy of the actual video, which is on our  
3       Commission computer. If that copy is all right for Aqua and  
4       for the Office of Public Counsel, then we can admit that  
5       late-filed as soon as we can get it put on an appropriate  
6       medium.

7           (Exhibit 56 admitted into the record.)

8           **MS. ROLLINI:** That's fine. No objection.

9           **MR. REILLY:** Same here.

10          **COMMISSIONER EDGAR:** Okay. Thank you. And then that  
11       brings me to Exhibit 60, which was from Ms. Hetherington, which  
12       were the letters that she had. But then also she asked about  
13       the petition that she had filed in the previous docket.

14          Mr. Sayler, how would you like to propose that we  
15       handle that?

16          **MR. SAYLER:** I would propose that we admit the  
17       letters that she has here today as admitted with conditional  
18       admission of the petition she referred to from Docket 060368,  
19       the original Aqua, or the previous Aqua filing, presuming we  
20       can find it, and I'm assuming we can. And as soon as we find  
21       it, we will admit it as late-filed.

22          **COMMISSIONER EDGAR:** Okay. And I would say with the  
23       additional understanding that if there is anything that needs  
24       to be dealt with we can do that as a preliminary matter at the  
25       hearing.

1           **MS. ROLLINI:** Will they be broken into two different  
2 exhibit numbers?

3           (Simultaneous conversation.)

4           **COMMISSIONER EDGAR:** And we will have 60 be the  
5 letters that we have now, and then we can go ahead and admit  
6 60.

7           (Exhibit 60 admitted into the record.)

8           **COMMISSIONER EDGAR:** And we will mark 64 to be,  
9 again, proffered by Ms. Hetherington as potentially late-filed  
10 with the understanding that our staff will look into it. And,  
11 again, if there are any other issues, we can take it up as a  
12 preliminary matter.

13           **MR. SAYLER:** My recollection is I have 63 being the  
14 exhibit.

15           **COMMISSIONER EDGAR:** Did I say 63?

16           **MR. SAYLER:** I believe you said 64.

17           **COMMISSIONER EDGAR:** I'm sorry, 64. So 63 will be  
18 the water sample, and we will take that up next here for  
19 discussion.

20           Okay. And I'm tired, so if I misspeak, please jump  
21 in and correct me.

22           Okay. And then I think we have dealt with everything  
23 except the water sample, which we have marked as 64. We will  
24 not admit today, but we will also take that as potentially a  
25 late-filed. And counsel can have the opportunity to work with

1 staff and go from there.

2 **MR. SAYLER:** What was the name of the gentleman  
3 submitting the water sample?

4 **COMMISSIONER EDGAR:** Hammonds. Hammonds,  
5 H-A-M-M-O-N-D-S.

6 **MR. REILLY:** Correct.

7 **MR. SAYLER:** And we will address the issue of the  
8 water sample at a future date. My understanding is just that  
9 the Commission doesn't actually have an evidence locker at the  
10 Commission for storage of things such as water samples or  
11 physical evidence. We can store paper copies either by  
12 electronic or in a file, but as far as preserving the proper  
13 chain of custody of water samples and things of that nature,  
14 and we have no way to preserve the condition of the water  
15 sample in the condition it is at this time. Those are the  
16 concerns.

17 **COMMISSIONER EDGAR:** All good points. And I know  
18 that we have dealt with those in other dockets in the past, and  
19 I'm just not quite sure how. So as we have talked about it, if  
20 that works for everybody, we can take it with regard that we  
21 know what we are dealing with, and we can look into what is the  
22 best way as we proceed at a future date. Does that work?

23 **MS. ROLLINI:** That's fine.

24 (Exhibits 63 and 64 marked for identification.)

25 **COMMISSIONER EDGAR:** Okay.

1           Commissioners, anything else at all? Okay.

2           Counsel?

3           **MS. ROLLINI:** Yeah, I have one more thing. I wanted  
4 to make sure that Exhibits 51 and 52 had also been taken care  
5 of.

6           **COMMISSIONER EDGAR:** I believe so. Yes. We admitted  
7 those earlier, but for the record, we can say yes, we did.

8           **MS. ROLLINI:** Thank you.

9           **COMMISSIONER EDGAR:** Okay. Anything else? Staff,  
10 anything else?

11          **MR. SAYLER:** I was advised that we could potentially  
12 describe the water sample as it is.

13          **COMMISSIONER EDGAR:** Why don't you do that for us for  
14 the record.

15          **MR. SAYLER:** It is a 20-ounce bottle, plastic. If  
16 you shake it up you see white particles stirring around in the  
17 bottom. Otherwise, mostly clear. And it is --

18          **COMMISSIONER ARGENZIANO:** Water.

19          **MR. SAYLER:** -- water with particulate matter all  
20 over the bottom.

21          **COMMISSIONER ARGENZIANO:** And you need to see if it  
22 has an odor.

23          **COMMISSIONER EDGAR:** Oh, why don't you give us a  
24 smell, Mr. Sayler?

25          **MR. SAYLER:** Oh.

1           **COMMISSIONER EDGAR:** A second career going here.

2           **MR. SAYLER:** I don't really detect much odor, other  
3 than the odor of water.

4           **MR. REILLY:** I would like to have a series of  
5 questions about his nose and how accurate his nose is.

6           (Laughter.)

7           **COMMISSIONER ARGENZIANO:** I did smell hydrogen  
8 sulfide.

9           **MR. WILLIS:** There is a slight smell of hydrogen  
10 sulfide.

11           **MR. SAYLER:** All right. I would like the record to  
12 reflect what the record reflects.

13           **COMMISSIONER EDGAR:** Thank you, Mr. Sayler.

14           Okay. Again, thank you everybody for your  
15 cooperation and your patience. And we are adjourned.

16           (Service hearing concluded at 8:50 p.m.)  
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25



1 STATE OF FLORIDA )

2 : CERTIFICATE OF REPORTER

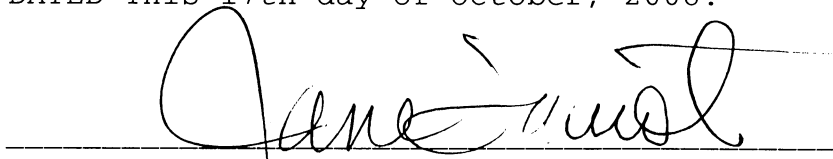
3 COUNTY OF LEON )

4  
5 I, JANE FAUROT, RPR, Chief, Hearing Reporter Services  
6 Section, FPSC Division of Commission Clerk, do hereby certify  
7 that the foregoing proceeding was heard at the time and place  
8 herein stated.

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

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

19 DATED THIS 17th day of October, 2008.

20  
21  
22  
23  
24  
25  
  
\_\_\_\_\_  
JANE FAUROT, RPR  
Official FPSC Hearings Reporter  
(850) 413-6732

#51  
←

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

In Re: Application for increase in water and	)	
wastewater rates in Alachua, Brevard, DeSoto,	)	DOCKET NO. 080121-WS
Highlands, Lake, Lee, Marion, Orange,	)	
Palm Beach, Pasco, Polk, Putnam,	)	
Seminole, Sumter, Volusia, and Washington	)	
Counties by Aqua Utilities Florida, Inc.	)	
<hr/>		

**AQUA UTILITIES FLORIDA, INC.'S PROOF OF PUBLICATION OF  
NOTICE OF CUSTOMER SERVICE HEARING**

**EXHIBIT NO. 51**

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET NO. 080121-WS EXHIBIT 51  
COMPANY Aqua Utilities FL Inc.  
WITNESS Publications & Notice of Hearing  
DATE 9-26-08

**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)

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: September 26, 2008 at 4:00 p.m.  
Place: 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.

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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 Pasco 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	Pasco County Library—Regency Park Branch 9701 Little Road New Port Richey, FL 34654 727.861.3049
---	---

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.

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**JURISDICTION**

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**Docket No. 080121-WS**

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# The Tampa Tribune

Published Daily

Tampa, Hillsborough County, Florida

State of Florida            }  
County of Hillsborough } SS.

Before the undersigned authority personally appeared C. Pugh , who on oath says that she is the Advertising Billing Supervisor of The Tampa Tribune, a daily newspaper published at Tampa in Hillsborough County, Florida; that the attached copy of the

ROP General TT   IN THE   TT Pasco

In the matter of

Legal Notices

was published in said newspaper in the issues of

09/04/2008

Affiant further says that the said The Tampa Tribune is a newspaper published at Tampa in said Hillsborough County, Florida, and that the said newspaper has heretofore been continuously published in said Hillsborough County, Florida, each day and has been entered as second class mail matter at the post office in Tampa, in said Hillsborough 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, this advertisement for publication in the said newspaper.

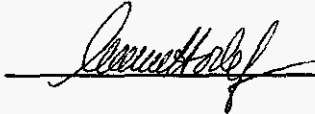


Sworn to and subscribed by me, this 4 day  
of September, A.D. 2008

Personally Known ☒ or Produced Identification \_\_\_\_\_  
Type of Identification Produced \_\_\_\_\_



Ana Maria Hodel  
Commission #DD551367  
Expires: MAY 11, 2010  
www.AARONNOTARY.com



# 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: 763805**

**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: September 4, 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

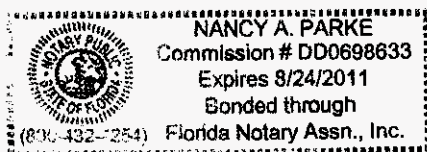
The forgoing instrument was acknowledged before me

This 4<sup>th</sup> day of September 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)

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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.

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Affidavit for Proof of Publication  
**THE ZEPHYRHILLS NEWS**  
Published Weekly  
Zephyrhills, Pasco County, Florida

STATE OF FLORIDA,  
COUNTY OF PASCO:

Before the undersigned authority personally appeared Erica Simons who on oath says he is Associate Editor/Staff Reporter of The Zephyrhills News, a newspaper published in Zephyrhills in Pasco County, Florida; that the attached copy of advertisement, being a Before the Florida Public Service Commission Notice of Commission Customer Service Hearings in the matter of Docket No. 080121-WS in the Court, was published in said newspaper in the issues of September 4, 2008

Affiant further says that said Zephyrhills News is a newspaper published at Zephyrhills, in said Pasco County, Florida, and that the said newspaper has heretofore been continuously published in said Pasco County, Florida, each week and has been entered as second class mail matter at the post office in Zephyrhills, in said Pasco County, Florida for a period of the attached copy of advertisement; and affiant further says that he has neither paid not 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.

Erica Simons  
Associate Editor/Staff Reporter

Sworn to and subscribed before me  
This 4<sup>th</sup> day of September 2008

Linda Wood  
Notary Public



(Seal)

My commission expires \_\_\_\_\_

**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)

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Sworn to and subscribed before me  
This 4<sup>th</sup> day of September 2008

Linda Wood

Notary Public



(Seal)

My commission expires \_\_\_\_\_

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Notice of Commission Customer Service Hearings**

**Docket No. 080121-WS**

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# Holland+Knight

Tel 850 224 7000  
Fax 850 224 8832

*Amended Composite  
A of Exhibit 52  
D. No. 080121-WS*  
Holland & Knight LLP  
315 South Calhoun Street, Suite 600  
Tallahassee, FL 32301-1872  
www.hklaw.com

Gigi Rollini  
850 425 5627  
gigi.rollini@hklaw.com

October 17, 2008

## VIA HAND DELIVERY

Ms. Ann Cole, Director  
Commission Clerk and Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Betty Easley Conference Center, Room 110  
Tallahassee, FL 32399-0850

Re: *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*

Dear Ms. Cole:

On behalf of Aqua Utilities Florida, Inc. ("AUF"), enclosed for filing is Aqua's Amended Affidavit of Mailing Notices of Customer Service Hearings for Gainesville, Palatka, Sebring, Lakeland, Mount Dora, Oviedo, Chipley, Greenacres and New Port Richey Service Hearings.

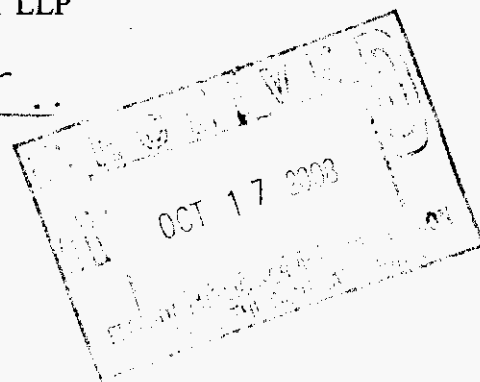
Please acknowledge receipt of this filing and this letter by stamping the extra copy of this letter "filed" and returning the copy to me. Thank you for your assistance.

Sincerely,

HOLLAND & KNIGHT LLP

*Gigi Rollini*  
Gigi Rollini

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET NO. 080121-WS EXHIBIT 52  
COMPANY Aqua Utilities FL Inc.  
WITNESS Affidavits of Mailing  
DATE 09/26/08



Atlanta • Bethesda • Boston • Chicago • Fort Lauderdale • Jacksonville • Los Angeles  
Miami • New York • Northern Virginia • Orlando • Portland • San Francisco  
Tallahassee • Tampa • Washington, D.C. • West Palm Beach

Ann Cole, Director  
October 17, 2008  
Page 2

GR/cb

Enclosures

cc: Ralph Jaeger, Esq.  
Katherine Fleming, Esq.  
Caroline Klancke, Esq.  
Erik Sayler, Esq.  
Charles Beck, Esq.  
Cecilia Bradley, Esq.  
Kimberly A. Joyce, Esq.

# 5553306\_v1

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

In Re: Application for increase in water and	)	
wastewater rates in Alachua, Brevard, DeSoto,	)	DOCKET NO. 080121-WS
Highlands, Lake, Lee, Marion, Orange,	)	
Palm Beach, Pasco, Polk, Putnam,	)	DATE: October 17, 2008
Seminole, Sumter, Volusia, and Washington	)	
Counties by Aqua Utilities Florida, Inc.	)	
_____	)	

**AQUA UTILITIES FLORIDA, INC.'S  
NOTICE OF FILING AMENDED AFFIDAVIT OF MAILING NOTICES OF  
CUSTOMER SERVICE HEARINGS FOR GAINESVILLE, PALATKA,  
SEBRING, LAKELAND, MOUNT DORA, OVIEDO, CHIPLEY,  
GREENACRES AND NEW PORT RICHEY SERVICE HEARINGS**

Aqua Utilities Florida, Inc. ("AUF"), by and through its undersigned counsel, hereby files and serves Notice of Filing the attached Amended Affidavit of Mailing Notices of Customer Service Hearings for the Gainesville, Palatka, Sebring, Lakeland, Mount Dora, Oviedo, Chipley, Greenacres, and New Port Richey customer service hearings.

DATED this 17th day of October, 2008.

**HOLLAND & KNIGHT LLP**



**D. Bruce May, Jr.**

Florida Bar No. 354473

**Gigi Rollini**

Florida Bar No. 684491

Holland & Knight, LLP

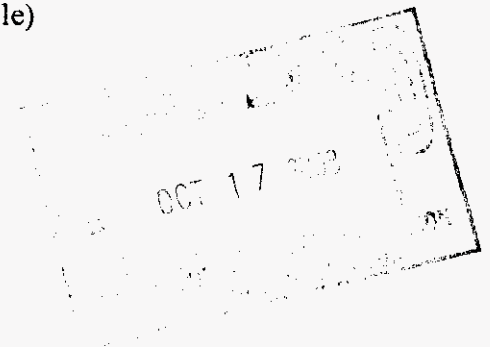
Post Office Drawer 810

Tallahassee, Florida 32302-0810

(850) 224-7000 (Telephone)

(850) 224-8832 (Facsimile)

-and-




**Kimberly A. Joyce, Esquire**  
Aqua America, Inc.  
762 West Lancaster Avenue  
Bryn Mawr, PA 19010  
(610) 645-1077 (Telephone)  
(610) 519-0989 (Facsimile)

**Attorneys for Aqua Utilities Florida, Inc.**

**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the foregoing was furnished by hand delivery to **Charles Beck, Esq., Office of Public Counsel**, 111 West Madison Street, Room 812, Tallahassee, Florida 32399-1400; **Ralph Jaeger, Esq., Katherine Fleming, Esq., Caroline Klancke, Esq., and Erik Sayler, Esq., Office of General Counsel, Florida Public Service Commission**, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850; and **Cecilia Bradley, Esq., Office of the Attorney General**, The Capitol-PL01, Tallahassee, FL 32399-1050, this 17th day of October, 2008.

  
\_\_\_\_\_  
Attorney



**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

In Re: Application for increase in water and	)	
wastewater rates in Alachua, Brevard, DeSoto,	)	DOCKET NO. 080121-WS
Highlands, Lake, Lee, Marion, Orange,	)	
Palm Beach, Pasco, Polk, Putnam,	)	
Seminole, Sumter, Volusia, and Washington	)	
Counties by Aqua Utilities Florida, Inc.	)	
_____	)	

**AMENDED AFFIDAVIT OF MAILING NOTICES OF  
CUSTOMER SERVICE HEARINGS FOR GAINESVILLE,  
PALATKA, SEBRING, LAKELAND, MOUNT DORA, OVIEDO,  
CHIPLEY, GREENACRES AND NEW PORT RICHEY SERVICE HEARINGS**

STATE OF FLORIDA

COUNTY OF LAKE

BEFORE ME, the undersigned authority, authorized to administer oaths and take acknowledgments, personally appeared JOHN M. LIHVARIK, who after being duly sworn on oath, deposes and states as follows:

1. That I am employed by Aqua Utilities Florida, Inc. ("AUF") as its Vice-President and Chief Operating Officer. As part of my duties and responsibilities, and under my direction and supervision, AUF, pursuant to Rule 25-22.0407(6), Florida Administrative Code, provided Notices of the following Customer Service Hearings to the customers of the following systems:

**Location****Systems**

Gainesville/Palatka

Arredondo Estates, Arredondo Farms, Interlachen Lake/Park Manor, Palm Port, River Grove, Silver Lake Oaks, Hermits Cove, St. Johns Highland, Welaka/Saratoga Harbour, Pomona Park, Beecher's Point, Wootens, Holiday Haven, Jungle Den, Ocala Oaks, Tomoka/Twin Rivers

Sebring

Lake Josephine, Lake Suzy, Sebring Lakes, Leisure Lakes, South Seas

Lakeland

Lake Gibson Estates, Gibsonia Estates, Village Water, Orange Hill/Sugar Creek, Rosalie Oaks, Zephyr Shores

Mount Dora

Carlton Village, Hobby Hills, Skycrest, Piney Woods, Kings Cove, Valencia Terrace, Picciola Island, Fern Terrace, Morningview, Ravenswood, Stone Mountain, Palms Mobile Home Park, Friendly Center, East Lake Harris Estates, Venetian Village, Tangerine, Summit Chase, Imperial Mobile Terrace, Silver Lake Estates/Western Shores, 48 Estates, Haines Creek, Grand Terrace, Quail Ridge, The Woods

Oviedo

Florida Central Commerce Park, Harmony Homes, Chuluota, Oakwood, Kingswood

Chipley

Sunny Hills

Greenacres

South Seas, Lake Osborne

New Port Richey

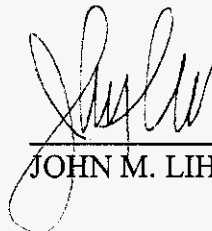
The Woods, Palm Terrace, Jasmine Lakes, Zephyr Shores

2. Copies of such Notices of Customer Service Hearings, in the forms submitted to the Commission at the September 26, 2008 New Port Richey Customer Service Hearing as Composite Exhibit "A" of Exhibit No. 52, were provided by regular United States Mail to all above-listed locations and their systems on the following dates:

<u>Location</u>	<u>Date of Mailing</u>
Gainesville/Palatka	June 13, 2008
Sebring	June 19, 2008
Lakeland	June 20, 2008
Mount Dora	June 25, 2008
Oviedo	June 26, 2008
Chipley	July 8, 2008
Greenacres	July 16, 2008
New Port Richey (canceled hearing)	July 28, 2008
New Port Richey (rescheduled hearing)	September 9, 2008


A copy of the documentation verifying the mailing of said Notices was submitted to the Commission at the September 26, 2008 New Port Richey Customer Service Hearing as Composite Exhibit "B" of Exhibit No. 52.

3. Further Affiant sayeth not.

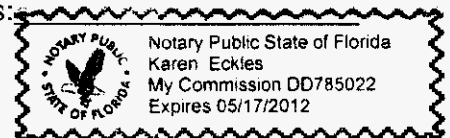
  
 \_\_\_\_\_  
 JOHN M. LIHVARCHIK

State of Florida  
 County of Lake

Sworn to and subscribed before me this 10th day of October, 2008, by JOHN M. LIHVARCHIK, who is personally known to me.

  
 \_\_\_\_\_  
 NOTARY PUBLIC

My Commission Expires:



#52

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

In Re: Application for increase in water and	)	
wastewater rates in Alachua, Brevard, DeSoto,	)	DOCKET NO. 080121-WS
Highlands, Lake, Lee, Marion, Orange,	)	
Palm Beach, Pasco, Polk, Putnam,	)	
Seminole, Sumter, Volusia, and Washington	)	
Counties by Aqua Utilities Florida, Inc.	)	
<hr/>		

**AQUA UTILITIES FLORIDA, INC.'S AFFIDAVIT OF MAILING NOTICES  
OF CUSTOMER SERVICE HEARINGS FOR GAINESVILLE, PALATKA, SEBRING,  
LAKELAND, MOUNT DORA, OVIEDO, CHIPLEY,  
GREENACRES AND NEW PORT RICHEY SERVICE HEARINGS**

**EXHIBIT NO. 52**

**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

**AFFIDAVIT OF MAILING NOTICES OF  
CUSTOMER SERVICE HEARINGS FOR GAINESVILLE,  
PALATKA, SEBRING, LAKELAND, MOUNT DORA, OVIEDO,  
CHIPLEY, GREENACRES AND NEW PORT RICHEY SERVICE HEARINGS**

STATE OF FLORIDA

COUNTY OF LAKE

BEFORE ME, the undersigned authority, authorized to administer oaths and take acknowledgments, personally appeared JOHN M. LIHVARIK, who after being duly sworn on oath, deposes and states as follows:

1. That I am employed by Aqua Utilities Florida, Inc. ("AUF") as its Vice-President and Chief Operating Officer. As part of my duties and responsibilities, and under my direction and supervision, AUF, pursuant to Rule 25-22.0407(6)(a), Florida Administrative Code, provided Notices of the following Customer Service Hearings to the customers of the following systems:

**Location****Systems**

Gainesville/Palatka

Arredondo Estates, Arredondo Farms, Interlachen Lake/Park Manor, Palm Port, River Grove, Silver Lake Oaks, Hermits Cove, St. Johns Highland, Welaka/Saratoga Harbour, Pomona Park, Beecher's Point, Wootens, Holiday Haven, Jungle Den, Ocala Oaks, Tomoka/Twin Rivers

Sebring

Lake Josephine, Lake Suzy, Sebring Lakes, Leisure Lakes, South Seas

Lakeland

Lake Gibson Estates, Gibsonia Estates, Village Water, Orange Hill/Sugar Creek, Rosalie Oaks, Zephyr Shores

Mount Dora

Carlton Village, Hobby Hills, Skycrest, Piney Woods, Kings Cove, Valencia Terrace, Picciola Island, Fern Terrace, Morningview, Ravenswood, Stone Mountain, Palms Mobile Home Park, Friendly Center, East Lake Harris Estates, Venetian Village, Tangerine, Summit Chase, Imperial Mobile Terrace, Silver Lake Estates/Western Shores, 48 Estates, Haines Creek, Grand Terrace, Quail Ridge, The Woods

Oviedo

Florida Central Commerce Park, Harmony Homes, Chuluota, Oakwood, Kingswood

Chipley

Sunny Hills

Greenacres

South Seas, Lake Osborne

New Port Richey

The Woods, Palm Terrace, Jasmine Lakes, Zephyr Shores

2. Copies of such Notices of Customer Service Hearings, in the forms attached hereto as Composite Exhibit "A," were provided by regular United States Mail, ~~for~~ the following dates:

**Location**

**Date of Mailing**

Gainesville/Palatka

June 13, 2008

Sebring

June 19, 2008

Lakeland

June 20, 2008

Mount Dora

June 25, 2008

Oviedo

June 26, 2008

Chipley

July 8, 2008

Greenacres

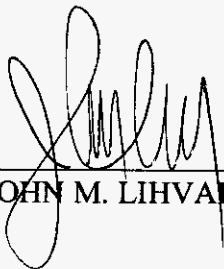
July 16, 2008

New Port Richey

July 28, 2008 & September 26, 2008


A copy of the documentation verifying the mailing of said Notices is attached hereto as Exhibit "B."

3. Further Affiant sayeth not.

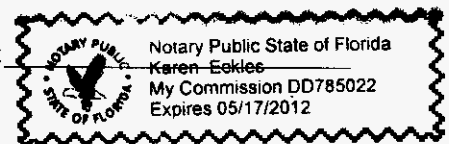
  
\_\_\_\_\_  
JOHN M. LIHVARCHIK

State of Florida  
County of Lake

Sworn to and subscribed before me this 25<sup>th</sup> day of September, 2008, by JOHN M. LIHVARCHIK, who is personally known to me.

  
\_\_\_\_\_  
NOTARY PUBLIC

My Commission Expires:



# COMPOSITE EXHIBIT A



**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 14, 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 2, 2008 at 10:00 a.m.  
Place: Alachua County Board of Commissioners  
Board Room, Second Floor  
12 SE 1<sup>st</sup> Street  
Gainesville, FL 32601

July 2, 2008 at 6:00 p.m.  
St. Johns River Water Management District  
Governing Board Room  
4049 Reid Street  
Palatka, FL 32177

**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 Alachua and Putnam 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

Alachua County Headquarters Library  
401 E. University Avenue  
Gainesville, Florida 32601  
Phone: 352.334.3900

Putnam County Library  
601 College Road  
Palatka, Florida 32177  
Phone: 386.329.0126

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).

AUF has proposed interim rates listed in column D - "Proposed Limited Interim Rates" which would, if approved by the Commission, 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.

**St. Johns Highlands - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$9.05	\$13.56	\$11.27	\$21.92
3/4"	\$13.58	\$20.35	\$16.92	\$32.89
1"	\$22.64	\$33.93	\$28.20	\$54.81
1-1/2"	\$45.24	\$67.81	\$56.35	\$109.62
2"	\$72.39	\$108.50	\$90.17	\$175.39
3"	\$144.79	\$217.02	\$180.36	\$350.79
4"	\$226.23	\$339.09	\$281.81	\$548.10
6"	\$452.43	\$678.14	\$563.57	\$1,096.21
8"	\$723.91	\$1,085.06	\$901.75	\$1,753.93
10"	\$1,040.62	\$1,559.77	\$1,296.26	\$2,521.28
Gallonge - Residential				
Block 1, 0-5,000	\$4.76	\$7.13	\$5.93	\$3.80
Block 2, 5,000-10,000	\$4.76	\$7.13	\$5.93	\$4.76
Block 3, >10,000	\$4.76	\$7.13	\$5.93	\$4.76
Gallonge - Commercial	\$4.76	\$7.13	\$5.93	\$3.80
Water Bill at 5,000 gal.	\$32.85	\$49.24	\$40.92	<b>\$40.92</b>

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

PRE-SORTED  
FIRST CLASS  
U.S. POSTAGE  
**PAID**  
AQUA UTILITIES  
FLORIDA, INC.

19399

**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 14, 2008

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Date and Time: July 2, 2008 at 10:00 a.m.  
Place: Alachua County Board of Commissioners  
Board Room, Second Floor  
12 SE 1<sup>st</sup> Street  
Gainesville, FL 32601

July 2, 2008 at 6:00 p.m.  
St. Johns River Water Management District  
Governing Board Room  
4049 Reid Street  
Palatka, FL 32177

**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, the Alachua and Putnam County Libraries as follows:

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Business Hours: 8:00 a.m. - 5:00 p.m. Monday-Friday  
Phone: 352.435.4027

Alachua County Headquarters Library  
401 E. University Avenue  
Gainesville, Florida 32601  
Phone: 352.334.3900

Putnam County Library  
601 College Road  
Palatka, Florida 32177  
Phone: 386.329.0126

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 would, if approved by the Commission, 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.

**Interlachen Lake / Park Manor - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$10.25	\$15.36	\$14.12	\$21.92
3/4"	\$15.39	\$23.07	\$21.20	\$32.89
1"	\$25.64	\$38.43	\$35.33	\$54.81
1-1/2"	\$51.29	\$76.88	\$70.67	\$109.62
2"	\$82.07	\$123.01	\$113.07	\$175.39
3"	\$164.14	\$246.03	\$226.15	\$350.79
4"	\$256.46	\$384.40	\$353.34	\$548.10
6"	\$512.93	\$768.82	\$706.70	\$1,096.21
8"	\$820.69	\$1,230.12	\$1,130.73	\$1,753.93
10"	\$1,179.75	\$1,768.31	\$1,625.43	\$2,521.28
Gallonge - Residential				
Block 1, 0-5,000	\$3.89	\$5.83	\$5.36	\$3.80
Block 2, 5,000-10,000	\$3.89	\$5.83	\$5.36	\$4.76
Block 3, >10,000	\$3.89	\$5.83	\$5.36	\$4.76
Gallonge - Commercial	\$3.89	\$5.83	\$5.36	\$3.80
Water Bill at 5,000 gal.	\$29.70	\$44.52	\$40.92	<b>\$40.92</b>

**Interlachen Lake / Park Manor - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All Meter Sizes	\$29.80	\$60.81	\$44.49	\$45.26
Gallorage Charge per 1,000 gal (proposed 6,000 cap)	\$5.95	\$12.14	\$8.88	\$8.73
<b>Commercial</b>				
5/8 X 3/4	\$29.80	\$60.81	\$44.49	\$45.26
3/4"	\$44.68	\$91.18	\$66.71	\$67.89
1"	\$74.49	\$152.01	\$111.22	\$113.14
1-1/2"	\$148.97	\$304.00	\$222.42	\$226.29
2"	\$238.36	\$486.42	\$355.88	\$362.06
3"	\$476.72	\$972.84	\$711.76	\$724.12
4"	\$744.88	\$1,520.07	\$1,112.13	\$1,131.44
6"	\$1,489.73	\$3,040.07	\$2,224.21	\$2,262.89
8"	\$2,383.58	\$4,864.14	\$3,558.76	\$3,620.62
10"	\$3,426.40	\$6,992.20	\$5,115.72	\$5,204.65
Gallorage Charge	\$7.13	\$14.55	\$10.65	\$10.48
 Wastewater Bill at 5,000 gal.	 \$59.55	 \$121.52	 \$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.

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

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FLORIDA, INC.

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**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 14, 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 2, 2008 at 10:00 a.m.  
Place: Alachua County Board of Commissioners  
Board Room, Second Floor  
12 SE 1<sup>st</sup> Street  
Gainesville, FL 32601

July 2, 2008 at 6:00 p.m.  
St. Johns River Water Management District  
Governing Board Room  
4049 Reid Street  
Palatka, FL 32177

**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 Alachua and Putnam 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

Alachua County Headquarters Library  
401 E. University Avenue  
Gainesville, Florida 32601  
Phone: 352.334.3900

Putnam County Library  
601 College Road  
Palatka, Florida 32177  
Phone: 386.329.0126

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 would, if approved by the Commission, 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 Oaks - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$15.79	\$23.67	\$17.78	\$21.92
3/4"	\$23.70	\$35.52	\$26.69	\$32.89
1"	\$39.49	\$59.19	\$44.47	\$54.81
1-1/2"	\$78.97	\$118.37	\$88.92	\$109.62
2"	\$126.36	\$189.40	\$142.29	\$175.39
3"	\$252.72	\$378.80	\$284.57	\$350.79
4"	\$394.87	\$591.86	\$444.64	\$548.10
6"	\$789.76	\$1,183.76	\$889.29	\$1,096.21
8"	\$1,263.61	\$1,894.01	\$1,422.87	\$1,753.93
10"	\$1,816.44	\$2,722.63	\$2,045.37	\$2,521.28
Gallonge - Residential				
Block 1, 0-5,000	\$4.11	\$6.16	\$4.63	\$3.80
Block 2, 5,000-10,000	\$4.11	\$6.16	\$4.63	\$4.76
Block 3, >10,000	\$4.11	\$6.16	\$4.63	\$4.76
Gallonge - Commercial	\$4.11	\$6.16	\$4.63	\$3.80
Water Bill at 5,000 gal.	\$36.34	\$54.47	\$40.92	<b>\$40.92</b>

## Silver Lake Oaks - Wastewater

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All Meter Sizes	\$20.08	\$40.98	\$29.02	\$45.26
Gallage Charge per 1,000 gal (proposed 6,000 cap)	\$8.29	\$16.92	\$11.98	\$8.73
<b>Commercial</b>				
5/8 X 3/4	\$20.08	\$40.98	\$29.02	\$45.26
3/4"	\$30.13	\$61.49	\$43.54	\$67.89
1"	\$50.22	\$102.48	\$72.57	\$113.14
1-1/2"	\$100.43	\$204.95	\$145.12	\$226.29
2"	\$160.69	\$327.92	\$232.19	\$362.06
3"	\$321.39	\$655.86	\$464.40	\$724.12
4"	\$502.16	\$1,024.75	\$725.61	\$1,131.44
6"	\$1,004.33	\$2,049.52	\$1,451.24	\$2,262.89
8"	\$1,606.92	\$3,279.22	\$2,321.98	\$3,620.62
10"	\$2,309.94	\$4,713.86	\$3,337.83	\$5,204.65
Gallage Charge	\$9.98	\$20.37	\$14.42	\$10.48
<b>Wastewater Bill at 5,000 gal.</b>	<b>\$61.53</b>	<b>\$125.56</b>	<b>\$88.91</b>	<b>\$88.91</b>

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

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### JURISDICTION

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**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 14, 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 2, 2008 at 10:00 a.m.  
Place: Alachua County Board of Commissioners  
Board Room, Second Floor  
12 SE 1<sup>st</sup> Street  
Gainesville, FL 32601

July 2, 2008 at 6:00 p.m.  
St. Johns River Water Management District  
Governing Board Room  
4049 Reid Street  
Palatka, FL 32177

**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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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)

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.

**Tomoka / Twin Rivers - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$4.78	\$7.16	\$7.16	\$21.92
3/4"	\$11.96	\$17.93	\$17.93	\$32.89
1"	\$23.94	\$35.88	\$35.88	\$54.81
1-1/2"	\$38.28	\$57.38	\$57.38	\$109.62
2"	\$38.28	\$57.38	\$57.38	\$175.39
3"	\$38.28	\$57.38	\$57.38	\$350.79
4"	\$38.28	\$57.38	\$57.38	\$548.10
6"	\$38.28	\$57.38	\$57.38	\$1,096.21
8"	\$38.28	\$57.38	\$57.38	\$1,753.93
10"	\$38.28	\$57.38	\$57.38	\$2,521.28
Gallage - Residential				
Block 1, 0-5,000	\$1.40	\$2.10	\$2.10	\$3.80
Block 2, 5,000-10,000	\$1.40	\$2.10	\$2.10	\$4.76
Block 3, >10,000	\$1.40	\$2.10	\$2.10	\$4.76
Gallage - Commercial	\$1.40	\$2.10	\$2.10	\$3.80
Water Bill at 5,000 gal.	\$11.78	\$17.66	\$17.66	<b>\$40.92</b>

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.

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**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 14, 2008

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July 2, 2008 at 6:00 p.m.  
St. Johns River Water Management District  
Governing Board Room  
4049 Reid Street  
Palatka, FL 32177

**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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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)

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**Palm Port - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$12.57	\$18.84	\$14.81	\$21.92
3/4"	\$18.84	\$28.24	\$22.20	\$32.89
1"	\$31.39	\$47.05	\$37.00	\$54.81
1-1/2"	\$62.82	\$94.16	\$74.04	\$109.62
2"	\$100.51	\$150.65	\$118.46	\$175.39
3"	\$201.00	\$301.28	\$236.89	\$350.79
4"	\$314.06	\$470.74	\$370.14	\$548.10
6"	\$628.13	\$941.49	\$740.30	\$1,096.21
8"	\$1,005.00	\$1,506.38	\$1,184.46	\$1,753.93
10"	\$1,444.70	\$2,165.44	\$1,702.68	\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$4.43	\$6.64	\$5.22	\$3.80
Block 2, 5,000-10,000	\$4.43	\$6.64	\$5.22	\$4.76
Block 3, >10,000	\$4.43	\$6.64	\$5.22	\$4.76
Gallorage - Commercial	\$4.43	\$6.64	\$5.22	\$3.80
Water Bill at 5,000 gal.	\$34.72	\$52.04	\$40.92	<b>\$40.92</b>

**Palm Port - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
		<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>	<b>Rates Prior to Filing</b>			
All Meter Sizes	\$20.28	\$41.39	\$29.28	\$45.26
Gallonge Charge per 1,000 gal (proposed 6,000 cap)	\$8.26	\$16.86	\$11.93	\$8.73
<b>Commercial</b>				
5/8 X 3/4	\$20.28	\$41.39	\$29.28	\$45.26
3/4"	\$30.45	\$62.14	\$43.96	\$67.89
1"	\$50.76	\$103.59	\$73.29	\$113.14
1-1/2"	\$101.50	\$207.13	\$146.55	\$226.29
2"	\$162.39	\$331.39	\$234.46	\$362.06
3"	\$324.79	\$662.79	\$468.94	\$724.12
4"	\$507.47	\$1,035.59	\$732.69	\$1,131.44
6"	\$1,014.96	\$2,071.21	\$1,465.41	\$2,262.89
8"	\$1,623.94	\$3,313.95	\$2,344.67	\$3,620.62
10"	\$2,334.41	\$4,763.80	\$3,370.45	\$5,204.65
Gallonge Charge	\$9.94	\$20.28	\$14.35	\$10.48
Wastewater Bill at 5,000 gal.	\$61.58	\$125.67	\$88.91	<b>\$88.91</b>

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.

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**Docket No. 080121-WS**

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Washington counties, Florida by Aqua Utilities Florida, Inc. (Utility)**

Date Issued: June 14, 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 2, 2008 at 10:00 a.m.  
Place: Alachua County Board of Commissioners  
Board Room, Second Floor  
12 SE 1<sup>st</sup> Street  
Gainesville, FL 32601

July 2, 2008 at 6:00 p.m.  
St. Johns River Water Management District  
Governing Board Room  
4049 Reid Street  
Palatka, FL 32177

**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 Alachua and Putnam 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

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Phone: 352.334.3900

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Palatka, Florida 32177  
Phone: 386.329.0126

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)

AUF has proposed interim rates listed in column D - "Proposed Limited Interim Rates" which would, if approved by the Commission, 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.

**Wootens - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$9.32	\$13.97	\$11.51	\$21.92
3/4"	\$13.98	\$20.95	\$17.27	\$32.89
1"	\$23.31	\$34.94	\$28.80	\$54.81
1-1/2"	\$46.58	\$69.82	\$57.55	\$109.62
2"	\$74.55	\$111.74	\$92.11	\$175.39
3"	\$149.10	\$223.48	\$184.21	\$350.79
4"	\$232.98	\$349.21	\$287.85	\$548.10
6"	\$465.95	\$698.41	\$575.68	\$1,096.21
8"	\$745.52	\$1,117.45	\$921.10	\$1,753.93
10"	\$1,071.70	\$1,606.35	\$1,324.09	\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$4.76	\$7.13	\$5.88	\$3.80
Block 2, 5,000-10,000	\$4.76	\$7.13	\$5.88	\$4.76
Block 3, >10,000	\$4.76	\$7.13	\$5.88	\$4.76
Gallorage - Commercial	\$4.76	\$7.13	\$5.88	\$3.80
Water Bill at 5,000 gal.	\$33.12	\$49.64	\$40.92	<b>\$40.92</b>

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**

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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.

# AQUA.

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

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FLORIDA, INC.

19399



**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 14, 2008

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Place: Alachua County Board of Commissioners  
Board Room, Second Floor  
12 SE 1<sup>st</sup> Street  
Gainesville, FL 32601

July 2, 2008 at 6:00 p.m.  
St. Johns River Water Management District  
Governing Board Room  
4049 Reid Street  
Palatka, FL 32177

**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.

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Palatka, Florida 32177  
Phone: 386.329.0126

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)

AUF has proposed interim rates listed in column D - "Proposed Limited Interim Rates" which would, if approved by the Commission, 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.

**Ocala Oaks - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$14.68	\$23.02	\$23.02	\$21.92
3/4"				\$32.89
1"	\$36.63	\$57.45	\$57.45	\$54.81
1-1/2"	\$73.19	\$114.78	\$114.78	\$109.62
2"	\$117.11	\$183.66	\$183.66	\$175.39
3"	\$234.18	\$367.26	\$367.26	\$350.79
4"	\$365.89	\$573.82	\$573.82	\$548.10
6"	\$731.34	\$1,146.94	\$1,146.94	\$1,096.21
8"				\$1,753.93
10"				\$2,521.28
Gallonge - Residential				
Block 1, 0-5,000	\$1.25	\$1.96	\$1.96	\$3.80
Block 2, 5,000-10,000	\$1.25	\$1.96	\$1.96	\$4.76
Block 3, >10,000	\$1.25	\$1.96	\$1.96	\$4.76
Gallonge - Commercial	\$1.25	\$1.96	\$1.96	\$3.80
Water Bill at 5,000 gal.	\$20.93	\$32.82	\$32.82	\$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**

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



19399

**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 14, 2008

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**PURPOSE AND PROCEDURE**

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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)

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**Holiday Haven - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$10.38	\$15.56	\$12.69	\$21.92
3/4"	\$15.56	\$23.32	\$19.02	\$32.89
1"	\$25.94	\$38.88	\$31.70	\$54.81
1-1/2"	\$51.89	\$77.78	\$63.42	\$109.62
2"	\$83.04	\$124.47	\$101.49	\$175.39
3"	\$166.05	\$248.89	\$202.95	\$350.79
4"	\$259.46	\$388.90	\$317.12	\$548.10
6"	\$518.93	\$777.82	\$634.25	\$1,096.21
8"	\$830.30	\$1,244.52	\$1,014.81	\$1,753.93
10"	\$1,193.54	\$1,788.98	\$1,458.77	\$2,521.28
Gallage - Residential				
Block 1, 0-5,000	\$4.62	\$6.92	\$5.65	\$3.80
Block 2, 5,000-10,000	\$4.62	\$6.92	\$5.65	\$4.76
Block 3, >10,000	\$4.62	\$6.92	\$5.65	\$4.76
Gallage - Commercial	\$4.62	\$6.92	\$5.65	\$3.80
Water Bill at 5,000 gal.	\$33.48	\$50.18	\$40.92	<b>\$40.92</b>

**Holiday Haven - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All Meter Sizes	\$16.43	\$33.53	\$24.19	\$45.26
Gallonge Charge per 1,000 gal (proposed 6,000 cap)	\$8.79	\$17.94	\$12.94	\$8.73
<b>Commercial</b>				
5/8 X 3/4	\$16.43	\$33.53	\$24.19	\$45.26
3/4"	\$24.61	\$50.22	\$36.24	\$67.89
1"	\$41.05	\$83.77	\$60.45	\$113.14
1-1/2"	\$82.09	\$167.52	\$120.88	\$226.29
2"	\$131.34	\$268.02	\$193.40	\$362.06
3"	\$262.69	\$536.07	\$386.81	\$724.12
4"	\$410.45	\$837.60	\$604.39	\$1,131.44
6"	\$820.89	\$1,675.18	\$1,208.77	\$2,262.89
8"	\$1,313.44	\$2,680.32	\$1,934.05	\$3,620.62
10"	\$1,888.07	\$3,852.96	\$2,780.20	\$5,204.65
Gallonge Charge	\$10.53	\$21.49	\$15.51	\$10.48
 Wastewater Bill at 5,000 gal.	 \$60.38	 \$123.22	 \$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.

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



19399



**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 14, 2008

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Governing Board Room  
4049 Reid Street  
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**PURPOSE AND PROCEDURE**

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**Beecher's Point - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$16.38	\$24.55	\$18.25	\$21.92
3/4"	\$24.58	\$36.84	\$27.38	\$32.89
1"	\$40.95	\$61.38	\$45.62	\$54.81
1-1/2"	\$81.90	\$122.76	\$91.24	\$109.62
2"	\$131.03	\$196.40	\$145.98	\$175.39
3"	\$262.06	\$392.80	\$291.95	\$350.79
4"	\$409.48	\$613.76	\$456.19	\$548.10
6"	\$818.93	\$1,227.48	\$912.35	\$1,096.21
8"	\$1,310.31	\$1,964.00	\$1,459.78	\$1,753.93
10"	\$1,883.58	\$2,823.27	\$2,098.45	\$2,521.28
Gallonge - Residential				
Block 1, 0-5,000	\$4.07	\$6.10	\$4.53	\$3.80
Block 2, 5,000-10,000	\$4.07	\$6.10	\$4.53	\$4.76
Block 3, >10,000	\$4.07	\$6.10	\$4.53	\$4.76
Gallonge - Commercial	\$4.07	\$6.10	\$4.53	\$3.80
Water Bill at 5,000 gal.	\$36.73	\$55.05	\$40.92	<b>\$40.92</b>

**Beecher's Point - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All Meter Sizes	\$21.43	\$43.73	\$33.65	\$45.26
Gallonge Charge per 1,000 gal (proposed 6,000 cap)	\$7.04	\$14.37	\$11.05	\$8.73
<b>Commercial</b>				
5/8 X 3/4	\$21.43	\$43.73	\$33.65	\$45.26
3/4"	\$32.16	\$65.63	\$50.49	\$67.89
1"	\$53.60	\$109.38	\$84.15	\$113.14
1-1/2"	\$107.17	\$218.70	\$168.26	\$226.29
2"	\$171.50	\$349.98	\$269.26	\$362.06
3"	\$342.98	\$699.91	\$538.48	\$724.12
4"	\$535.93	\$1,093.66	\$841.42	\$1,131.44
6"	\$1,071.86	\$2,187.33	\$1,682.84	\$2,262.89
8"	\$1,714.95	\$3,499.67	\$2,692.50	\$3,620.62
10"	\$2,465.24	\$5,030.78	\$3,870.47	\$5,204.65
Gallonge Charge	\$7.04	\$14.37	\$11.05	\$10.48
 Wastewater Bill at 5,000 gal.	 \$56.63	 \$115.56	 \$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

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FLORIDA, INC.

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**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 14, 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 2, 2008 at 10:00 a.m.  
Place: Alachua County Board of Commissioners  
Board Room, Second Floor  
12 SE 1<sup>st</sup> Street  
Gainesville, FL 32601

July 2, 2008 at 6:00 p.m.  
St. Johns River Water Management District  
Governing Board Room  
4049 Reid Street  
Palatka, FL 32177

**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 Alachua and Putnam 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

Alachua County Headquarters Library  
401 E. University Avenue  
Gainesville, Florida 32601  
Phone: 352.334.3900

Putnam County Library  
601 College Road  
Palatka, Florida 32177  
Phone: 386.329.0126

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.

**Arredondo Estates / Farms - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$13.85	\$21.86	\$21.86	\$21.92
3/4"	\$20.77	\$32.79	\$32.79	\$32.89
1"	\$34.64	\$54.68	\$54.68	\$54.81
1-1/2"	\$69.26	\$109.33	\$109.33	\$109.62
2"	\$110.82	\$174.94	\$174.94	\$175.39
3"	\$222.00	\$350.44	\$350.44	\$350.79
4"	\$346.31	\$546.67	\$546.67	\$548.10
6"	\$692.64	\$1,093.38	\$1,093.38	\$1,096.21
8"				\$1,753.93
10"				\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$2.35	\$3.71	\$3.71	\$3.80
Block 2, 5,000-10,000	\$2.35	\$3.71	\$3.71	\$4.76
Block 3, >10,000	\$2.35	\$3.71	\$3.71	\$4.76
Gallorage - Commercial	\$2.35	\$3.71	\$3.71	\$3.80
Water Bill at 5,000 gal.	\$25.60	\$40.41	\$40.41	<b>\$40.92</b>

**Arredondo Farms - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
5/8 X 3/4	\$15.30	\$28.68	\$28.68	\$45.26
3/4"	\$22.94	\$43.01	\$43.01	\$45.26
1"	\$38.22	\$71.65	\$71.65	\$45.26
1-1/2"	\$76.44	\$143.30	\$143.30	\$45.26
2"	\$122.31	\$229.30	\$229.30	\$45.26
3"	\$244.63	\$458.61	\$458.61	\$45.26
4"	\$382.23	\$716.57	\$716.57	\$45.26
6"	\$753.13	\$1,411.90	\$1,411.90	\$45.26
8"				\$45.26
10"				\$45.26
Gallage cap (gallons)	7,000	7,000	7,000	6,000
Gallage Charge per 1,000 gallons	\$3.56	\$6.67	\$6.67	\$8.73
<b>Commercial</b>				
5/8" X 3/4"	\$15.30	\$28.68	\$28.68	\$45.26
3/4"	\$22.94	\$43.01	\$43.01	\$67.89
1"	\$38.22	\$71.65	\$71.65	\$113.14
1-1/2"	\$76.44	\$143.30	\$143.30	\$226.29
2"	\$122.31	\$229.30	\$229.30	\$362.06
3"	\$244.63	\$458.61	\$458.61	\$724.12
4"	\$382.23	\$716.57	\$716.57	\$1,131.44
6"	\$753.13	\$1,411.90	\$1,411.90	\$2,262.89
8"				\$3,620.62
10"				\$5,204.65
Gallage charge	\$4.25	\$7.97	\$7.97	\$10.48
<b>Wastewater bill at 5,000 gallons</b>	<b>\$33.10</b>	<b>\$62.05</b>	<b>\$62.05</b>	<b>\$88.91</b>

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.

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**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 14, 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:

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Board Room, Second Floor  
12 SE 1<sup>st</sup> Street  
Gainesville, FL 32601

July 2, 2008 at 6:00 p.m.  
St. Johns River Water Management District  
Governing Board Room  
4049 Reid Street  
Palatka, FL 32177

**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.

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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).

AUF has proposed interim rates listed in column D - "Proposed Limited Interim Rates" which would, if approved by the Commission, 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.

**Pomona Park - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$16.33	\$24.48	\$22.33	\$21.92
3/4"	\$24.48	\$36.69	\$33.47	\$32.89
1"	\$40.81	\$61.17	\$55.80	\$54.81
1-1/2"	\$81.58	\$122.28	\$111.54	\$109.62
2"	\$130.54	\$195.66	\$178.47	\$175.39
3"	\$261.08	\$391.33	\$356.95	\$350.79
4"	\$407.95	\$611.47	\$557.75	\$548.10
6"	\$815.90	\$1,222.94	\$1,115.49	\$1,096.21
8"	\$1,305.42	\$1,956.67	\$1,784.76	\$1,753.93
10"	\$1,876.57	\$2,812.76	\$2,565.63	\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$2.72	\$4.08	\$3.72	\$3.80
Block 2, 5,000-10,000	\$2.72	\$4.08	\$3.72	\$4.76
Block 3, >10,000	\$2.72	\$4.08	\$3.72	\$4.76
Gallorage - Commercial	\$2.72	\$4.08	\$3.72	\$3.80
Water Bill at 5,000 gal.	\$29.93	\$44.86	\$40.92	<b>\$40.92</b>

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**

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## JURISDICTION

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**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 14, 2008

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Gainesville, FL 32601

July 2, 2008 at 6:00 p.m.  
St. Johns River Water Management District  
Governing Board Room  
4049 Reid Street  
Palatka, FL 32177

**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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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).

AUF has proposed interim rates listed in column D - "Proposed Limited Interim Rates" which would, if approved by the Commission 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.

**River Grove - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$10.25	\$15.36	\$14.12	\$21.92
3/4"	\$15.39	\$23.07	\$21.20	\$32.89
1"	\$25.64	\$38.43	\$35.33	\$54.81
1-1/2"	\$51.29	\$76.88	\$70.67	\$109.62
2"	\$82.07	\$123.01	\$113.07	\$175.39
3"	\$164.14	\$246.03	\$226.15	\$350.79
4"	\$256.46	\$384.40	\$353.34	\$548.10
6"	\$512.93	\$768.82	\$706.70	\$1,096.21
8"	\$820.69	\$1,230.12	\$1,130.73	\$1,753.93
10"	\$1,179.75	\$1,768.31	\$1,625.43	\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$3.89	\$5.83	\$5.36	\$3.80
Block 2, 5,000-10,000	\$3.89	\$5.83	\$5.36	\$4.76
Block 3, >10,000	\$3.89	\$5.83	\$5.36	\$4.76
Gallorage - Commercial	\$3.89	\$5.83	\$5.36	\$3.80
Water Bill at 5,000 gal.	\$29.70	\$44.52	\$40.92	<b>\$40.92</b>

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.

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**Before the Florida Public Service Commission  
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**Docket No. 080121-WS**

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Gainesville, FL 32601

July 2, 2008 at 6:00 p.m.

St. Johns River Water Management District  
Governing Board Room  
4049 Reid Street  
Palatka, FL 32177

**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 Alachua and Putnam 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

Alachua County Headquarters Library  
401 E. University Avenue  
Gainesville, Florida 32601  
Phone: 352.334.3900

Putnam County Library  
601 College Road  
Palatka, Florida 32177  
Phone: 386.329.0126

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 would, if approved by the Commission, 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.

**Jungle Den - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$6.51	\$9.76	\$8.43	\$21.92
3/4"	\$9.77	\$14.64	\$12.65	\$32.89
1"	\$16.31	\$24.45	\$21.11	\$54.81
1-1/2"	\$32.59	\$48.85	\$42.19	\$109.62
2"	\$52.16	\$78.18	\$67.52	\$175.39
3"	\$104.29	\$156.32	\$135.01	\$350.79
4"	\$162.97	\$244.27	\$210.97	\$548.10
6"	\$325.97	\$488.59	\$421.98	\$1,096.21
8"	\$521.52	\$781.70	\$675.12	\$1,753.93
10"	\$749.69	\$1,123.70	\$970.49	\$2,521.28
Gallonge - Residential				
Block 1, 0-5,000	\$5.02	\$7.52	\$6.50	\$3.80
Block 2, 5,000-10,000	\$5.02	\$7.52	\$6.50	\$4.76
Block 3, >10,000	\$5.02	\$7.52	\$6.50	\$4.76
Gallonge - Commercial	\$5.02	\$7.52	\$6.50	\$3.80
Water Bill at 5,000 gal.	\$31.61	\$47.38	\$40.92	<b>\$40.92</b>

**Jungle Den - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All Meter Sizes	\$12.35	\$25.20	\$18.24	\$45.26
Gallonge Charge per 1,000 gal (proposed 6,000 cap)	\$9.57	\$19.53	\$14.13	\$8.73
<b>Commercial</b>				
5/8 X 3/4	\$12.35	\$25.20	\$18.24	\$45.26
3/4"	\$18.51	\$37.77	\$27.34	\$67.89
1"	\$30.83	\$62.91	\$45.53	\$113.14
1-1/2"	\$61.67	\$125.85	\$91.08	\$226.29
2"	\$98.68	\$201.37	\$145.74	\$362.06
3"	\$197.36	\$402.75	\$291.48	\$724.12
4"	\$308.35	\$629.25	\$455.41	\$1,131.44
6"	\$616.74	\$1,258.57	\$910.87	\$2,262.89
8"	\$986.79	\$2,013.73	\$1,457.40	\$3,620.62
10"	\$1,418.50	\$2,894.71	\$2,095.00	\$5,204.65
Gallonge Charge	\$11.49	\$23.45	\$16.97	\$10.48
 Wastewater Bill at 5,000 gal.	 \$60.20	 \$122.85	 \$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

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FLORIDA, INC.

19399

**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 14, 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 2, 2008 at 10:00 a.m.

Place: Alachua County Board of Commissioners  
Board Room, Second Floor  
12 SE 1<sup>st</sup> Street  
Gainesville, FL 32601

July 2, 2008 at 6:00 p.m.

St. Johns River Water Management District  
Governing Board Room  
4049 Reid Street  
Palatka, FL 32177

**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 Alachua and Putnam 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

Alachua County Headquarters Library  
401 E. University Avenue  
Gainesville, Florida 32601  
Phone: 352.334.3900

Putnam County Library  
601 College Road  
Palatka, Florida 32177  
Phone: 386.329.0126

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).

AUF has proposed interim rates listed in column D - "Proposed Limited Interim Rates" which would, if approved by the Commission, 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.

**Welaka / Saratoga Harbour - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$10.25	\$15.36	\$12.52	\$21.92
3/4"	\$15.39	\$23.07	\$18.80	\$32.89
1"	\$25.65	\$38.45	\$31.33	\$54.81
1-1/2"	\$51.32	\$76.92	\$62.69	\$109.62
2"	\$82.08	\$123.03	\$100.26	\$175.39
3"	\$164.15	\$246.04	\$200.51	\$350.79
4"	\$256.48	\$384.43	\$313.29	\$548.10
6"	\$512.99	\$768.91	\$626.61	\$1,096.21
8"	\$820.78	\$1,230.25	\$1,002.58	\$1,753.93
10"	\$1,179.86	\$1,768.47	\$1,441.19	\$2,521.28
Gallonge - Residential				
Block 1, 0-5,000	\$4.65	\$6.97	\$5.68	\$3.80
Block 2, 5,000-10,000	\$4.65	\$6.97	\$5.68	\$4.76
Block 3, >10,000	\$4.65	\$6.97	\$5.68	\$4.76
Gallonge - Commercial	\$4.65	\$6.97	\$5.68	\$3.80
Water Bill at 5,000 gal.	\$33.50	\$50.21	\$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.

## 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.



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Leesburg, Florida 34748

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FLORIDA, INC.

19399



**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 14, 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 2, 2008 at 10:00 a.m.  
Place: Alachua County Board of Commissioners  
Board Room, Second Floor  
12 SE 1<sup>st</sup> Street  
Gainesville, FL 32601

July 2, 2008 at 6:00 p.m.  
St. Johns River Water Management District  
Governing Board Room  
4049 Reid Street  
Palatka, FL 32177

**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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401 E. University Avenue  
Gainesville, Florida 32601  
Phone: 352.334.3900

Putnam County Library  
601 College Road  
Palatka, Florida 32177  
Phone: 386.329.0126

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).

AUF has proposed interim rates listed in column D - "Proposed Limited Interim Rates" which would, if approved by the Commission, 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.

**Hermits Cove - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$9.52	\$14.27	\$11.74	\$21.92
3/4"	\$14.26	\$21.37	\$17.59	\$32.89
1"	\$23.78	\$35.64	\$29.34	\$54.81
1-1/2"	\$47.57	\$71.30	\$58.68	\$109.62
2"	\$76.12	\$114.10	\$93.91	\$175.39
3"	\$152.22	\$228.16	\$187.79	\$350.79
4"	\$237.84	\$356.49	\$293.41	\$548.10
6"	\$475.69	\$713.00	\$586.83	\$1,096.21
8"	\$761.10	\$1,140.80	\$938.93	\$1,753.93
10"	\$1,094.09	\$1,639.91	\$1,349.72	\$2,521.28
Gallonge - Residential				
Block 1, 0-5,000	\$4.73	\$7.09	\$5.84	\$3.80
Block 2, 5,000-10,000	\$4.73	\$7.09	\$5.84	\$4.76
Block 3, >10,000	\$4.73	\$7.09	\$5.84	\$4.76
Gallonge - Commercial	\$4.73	\$7.09	\$5.84	\$3.80
Water Bill at 5,000 gal.	\$33.17	\$49.72	\$40.92	<b>\$40.92</b>

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.

Pasco County Library  
 Regency Park Branch  
 9701 Little Road  
 New Port Richey, FL 34654  
 Phone: 727-861-3049

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.

**Zephyr Shores - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$6.30	\$9.44	\$8.20	\$21.92
3/4"	\$9.47	\$14.19	\$12.32	\$32.89
1"	\$15.76	\$23.62	\$20.51	\$54.81
1-1/2"	\$31.51	\$47.23	\$41.00	\$109.62
2"	\$50.43	\$75.59	\$65.62	\$175.39
3"	\$100.84	\$151.15	\$131.20	\$350.79
4"	\$157.58	\$236.19	\$205.03	\$548.10
6"	\$315.14	\$472.36	\$410.03	\$1,096.21
8"	\$504.23	\$755.78	\$656.06	\$1,753.93
10"	\$724.83	\$1,086.44	\$943.09	\$2,521.28
Gallonge - Residential				
Block 1, 0-5,000	\$5.03	\$7.54	\$6.54	\$3.80
Block 2, 5,000-10,000	\$5.03	\$7.54	\$6.54	\$4.76
Block 3, >10,000	\$5.03	\$7.54	\$6.54	\$4.76
Gallonge - Commercial	\$5.03	\$7.54	\$6.54	\$3.80
Water Bill at 5,000 gal.	\$31.45	\$47.14	\$40.92	<b>\$40.92</b>

**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 20, 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 8, 2008 at 10:00 a.m.  
Place: Lakeland City Hall  
City Commission Chambers (3<sup>rd</sup> Floor)  
228 S. Massachusetts Avenue  
Lakeland, FL 33801

**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).

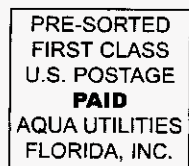
Copies of the petition and minimum filing requirements are available for inspection during normal office hours at the Utility's office and the Polk County Library as follows:

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

Polk County Library  
City Hall - 228 S. Massachusetts Avenue  
Lakeland, Florida 33801  
Phone: 863.834.6000



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



19399

**Leisure Lakes - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All Meter Sizes	\$16.30	\$33.26	\$33.26	\$45.26
Gallonge Charge per 1,000 gal (proposed 6,000 cap)	\$3.30	\$6.73	\$6.73	\$8.73
<b>Commercial</b>				
5/8 X 3/4	\$16.30	\$33.26	\$33.26	\$45.26
3/4"	\$24.41	\$49.81	\$49.81	\$67.89
1"	\$40.72	\$83.10	\$83.10	\$113.14
1-1/2"	\$81.40	\$166.11	\$166.11	\$226.29
2"	\$130.23	\$265.76	\$265.76	\$362.06
3"	\$260.46	\$531.52	\$531.52	\$724.12
4"	\$406.96	\$830.48	\$830.48	\$1,131.44
6"	\$813.92	\$1,660.95	\$1,660.95	\$2,262.89
8"	\$1,302.27	\$2,657.52	\$2,657.52	\$3,620.62
10"	\$1,872.01	\$3,820.18	\$3,820.18	\$5,204.65
Gallonge Charge	\$3.96	\$8.08	\$8.08	\$10.48
Wastewater Bill at 5,000 gal.	\$32.80	\$66.93	\$66.93	\$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.

DeSoto County Library  
125 N. Hillsborough Ave.  
Arcadia, FL 34266

Ft. Myers – Lee County Library  
2050 Central Avenue  
Fort Meyers, FL 33901

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.

**Leisure Lakes - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$8.08	\$12.11	\$10.16	\$21.92
3/4"	\$12.12	\$18.17	\$15.25	\$32.89
1"	\$20.20	\$30.28	\$25.41	\$54.81
1-1/2"	\$40.37	\$60.51	\$50.78	\$109.62
2"	\$64.62	\$96.86	\$81.29	\$175.39
3"	\$129.21	\$193.67	\$162.54	\$350.79
4"	\$201.89	\$302.61	\$253.96	\$548.10
6"	\$403.80	\$605.25	\$507.95	\$1,096.21
8"	\$646.09	\$968.41	\$812.73	\$1,753.93
10"	\$928.73	\$1,392.06	\$1,168.26	\$2,521.28
Gallage - Residential				
Block 1, 0-5,000	\$4.89	\$7.33	\$6.15	\$3.80
Block 2, 5,000-10,000	\$4.89	\$7.33	\$6.15	\$4.76
Block 3, >10,000	\$4.89	\$7.33	\$6.15	\$4.76
Gallage - Commercial	\$4.89	\$7.33	\$6.15	\$3.80
Water Bill at 5,000 gal.	\$32.53	\$48.76	\$40.92	<b>\$40.92</b>

**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 18, 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 7, 2008 at 6:00 p.m.  
Place: Highlands County Administration Building  
Board Chambers (Room B104)  
600 South Commerce Street  
Sebring, FL 33871

**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 DeSoto, Highlands, and Lee 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

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**Lake Suzy - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All Meter Sizes	\$29.68	\$24.51	\$29.68	\$45.26
Gallonge Charge per 1,000 gal (proposed 6,000 cap)	\$8.78	\$7.25	\$8.78	\$8.73
<b>Commercial</b>				
5/8 X 3/4	\$29.68	\$24.51	\$29.68	\$45.26
3/4"	\$44.51	\$36.76	\$44.51	\$67.89
1"	\$74.19	\$61.27	\$74.19	\$113.14
1-1/2"	\$148.36	\$122.51	\$148.36	\$226.29
2"	\$237.38	\$196.03	\$237.38	\$362.06
3"	\$474.74	\$392.04	\$474.74	\$724.12
4"	\$741.79	\$612.56	\$741.79	\$1,131.44
6"	\$1,483.59	\$1,225.14	\$1,483.59	\$2,262.89
8"				\$3,620.62
10"				\$5,204.65
Gallonge Charge	\$10.55	\$8.71	\$10.55	\$10.48
Wastewater Bill at 5,000 gal.	\$73.58	\$60.76	\$73.58	<b>\$88.91</b>

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**

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Arcadia, FL 34266

Ft. Myers – Lee County Library  
2050 Central Avenue  
Fort Meyers, FL 33901

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.

**Lake Suzy - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$10.01	\$14.42	\$10.01	\$21.92
3/4"	\$15.04	\$21.66	\$15.04	\$32.89
1"	\$25.05	\$36.08	\$25.05	\$54.81
1-1/2"	\$50.12	\$72.19	\$50.12	\$109.62
2"	\$80.17	\$115.48	\$80.17	\$175.39
3"	\$160.35	\$230.97	\$160.35	\$350.79
4"	\$250.56	\$360.91	\$250.56	\$548.10
6"	\$501.12	\$721.81	\$501.12	\$1,096.21
8"				\$1,753.93
10"				\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$6.42	\$9.25	\$6.42	\$3.80
Block 2, 5,000-10,000	\$6.42	\$9.25	\$6.42	\$4.76
Block 3, >10,000	\$6.42	\$9.25	\$6.42	\$4.76
Gallorage - Commercial	\$6.42	\$9.25	\$6.42	\$3.80
Water Bill at 5,000 gal.	\$42.11	\$60.66	\$42.11	<b>\$40.92</b>

**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 18, 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 7, 2008 at 6:00 p.m.  
Place: Highlands County Administration Building  
Board Chambers (Room B104)  
600 South Commerce Street  
Sebring, FL 33871

**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 DeSoto, Highlands, and Lee County Libraries as follows:

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

Highlands County Library  
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Sebring, Florida 33870  
Phone: 863.402.6716

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1100 Thomas Avenue  
Leesburg, Florida 34748

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FLORIDA, INC.

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## JURISDICTION

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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)

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.

**Lake Josephine - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$9.11	\$17.62	\$17.62	\$21.92
3/4"	\$13.68	\$26.45	\$26.45	\$32.89
1"	\$22.76	\$44.01	\$44.01	\$54.81
1-1/2"	\$45.55	\$88.08	\$88.08	\$109.62
2"	\$72.89	\$140.95	\$140.95	\$175.39
3"	\$145.78	\$281.89	\$281.89	\$350.79
4"	\$227.76	\$440.42	\$440.42	\$548.10
6"	\$455.53	\$880.86	\$880.86	\$1,096.21
8"				\$1,753.93
10"				\$2,521.28
Gallage - Residential				
Block 1, 0-5,000	\$1.74	\$3.36	\$3.36	\$3.80
Block 2, 5,000-10,000	\$1.74	\$3.36	\$3.36	\$4.76
Block 3, >10,000	\$1.74	\$3.36	\$3.36	\$4.76
Gallage - Commercial				
	\$1.74	\$3.36	\$3.36	\$3.80
Water Bill at 5,000 gal.	\$17.81	\$34.44	\$34.44	<b>\$40.92</b>

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.

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**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 18, 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 7, 2008 at 6:00 p.m.  
Place: Highlands County Administration Building  
Board Chambers (Room B104)  
600 South Commerce Street  
Sebring, FL 33871

**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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Sebring, Florida 33870  
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## JURISDICTION

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**Sebring Lakes - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$9.68	\$51.54	\$19.20	\$21.92
3/4"	\$14.51	\$77.26	\$28.78	\$32.89
1"	\$24.17	\$128.69	\$47.94	\$54.81
1-1/2"	\$48.34	\$257.39	\$95.88	\$109.62
2"	\$77.36	\$411.90	\$153.45	\$175.39
3"	\$154.72	\$823.80	\$306.89	\$350.79
4"	\$241.75	\$1,287.19	\$479.52	\$548.10
6"	\$483.50	\$2,574.38	\$959.03	\$1,096.21
8"				\$1,753.93
10"				\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$2.19	\$11.66	\$4.34	\$3.80
Block 2, 5,000-10,000	\$2.19	\$11.66	\$4.34	\$4.76
Block 3, >10,000	\$2.19	\$11.66	\$4.34	\$4.76
Gallorage - Commercial	\$2.19	\$11.66	\$4.34	\$3.80
Water Bill at 5,000 gal.	\$20.63	\$109.84	\$40.92	<b>\$40.92</b>

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.

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**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 18, 2008

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Sebring, FL 33871

**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 DeSoto, Highlands, and Lee 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

Highlands County Library  
319 W. Center Avenue  
Sebring, Florida 33870  
Phone: 863.402.6716

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Leesburg, Florida 34748

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### 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.

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Phone: 352.435.4027

Highlands County Library  
319 W. Center Avenue  
Sebring, Florida 33870  
Phone: 863.402.6716

DeSoto County Library  
125 N. Hillsborough Ave.  
Arcadia, FL 34266

Ft. Myers – Lee County Library  
2050 Central Avenue  
Fort Meyers, FL 33901

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.

#### South Seas - Wastewater

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
5/8 X 3/4	\$28.61	\$48.38	\$48.38	\$45.26
3/4"	\$71.54	\$120.98	\$120.98	\$45.26
1"	\$143.07	\$241.95	\$241.95	\$45.26
1-1/2"	\$228.89	\$387.08	\$387.08	\$45.26
2"	\$500.77	\$846.87	\$846.87	\$45.26
3"	\$858.45	\$1,451.75	\$1,451.75	\$45.26
4"	\$1,789.03	\$3,025.47	\$3,025.47	\$45.26
Gallonge cap (gallons)	10,000	10,000	10,000	6,000
Gallonge Charge per 1,000 gal	\$3.94	\$6.66	\$6.66	\$8.73
 Water Bill at gallonge cap	 \$48.31	 \$81.70	 \$81.70	 \$88.91
5/8" X 3/4"	\$28.61	\$48.38	\$48.38	\$45.26
3/4"				\$67.89
1"	\$71.54	\$120.98	\$120.98	\$113.14
1-1/2"	\$143.07	\$241.95	\$241.95	\$226.29
2"	\$228.89	\$387.08	\$387.08	\$362.06
3"	\$500.77	\$846.87	\$846.87	\$724.12
4"	\$858.45	\$1,451.75	\$1,451.75	\$1,131.44
6"	\$1,789.03	\$3,025.47	\$3,025.47	\$2,262.89
8"				\$3,620.62
10"				\$5,204.65
Gallonge charge	\$4.71	\$7.97	\$7.97	\$10.48

**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 18, 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 7, 2008 at 6:00 p.m.  
Place: Highlands County Administration Building  
Board Chambers (Room B104)  
600 South Commerce Street  
Sebring, FL 33871

**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 Polk County Library 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

Polk County Library  
City Hall - 228 S. Massachusetts Avenue  
Lakeland, Florida 33801  
Phone: 863.834.6000



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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.

**Zephyr Shores - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All Meter Sizes	\$11.39	\$23.24	\$17.14	\$45.26
Gallonge Charge per 1,000 gal (proposed 6,000 cap)	\$9.54	\$19.47	\$14.35	\$8.73
<b>Commercial</b>				
5/8 X 3/4	\$11.39	\$23.24	\$17.14	\$45.26
3/4"	\$17.08	\$34.85	\$25.70	\$67.89
1"	\$28.48	\$58.12	\$42.85	\$113.14
1-1/2"	\$56.93	\$116.18	\$85.66	\$226.29
2"	\$91.11	\$185.93	\$137.09	\$362.06
3"	\$182.22	\$371.85	\$274.18	\$724.12
4"	\$284.72	\$581.02	\$428.41	\$1,131.44
6"	\$569.41	\$1,161.99	\$856.76	\$2,262.89
8"	\$911.08	\$1,859.23	\$1,370.86	\$3,620.62
10"	\$1,309.66	\$2,672.60	\$1,970.59	\$5,204.65
Gallonge Charge	\$11.46	\$23.39	\$17.24	\$10.48
 Wastewater Bill at 5,000 gal.	 \$59.09	 \$120.58	 \$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**

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FLORIDA, INC.

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**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 20, 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 8, 2008 at 10:00 a.m.  
Place: Lakeland City Hall  
City Commission Chambers (3<sup>rd</sup> Floor)  
228 S. Massachusetts Avenue  
Lakeland, FL 33801

**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).

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Leesburg, Florida 34748  
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Phone: 352.435.4027

Polk County Library  
City Hall - 228 S. Massachusetts Avenue  
Lakeland, Florida 33801  
Phone: 863.834.6000

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.

**Lake Gibson Estates - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$7.05	\$10.57	\$10.57	\$21.92
3/4"				\$32.89
1"	\$7.05	\$10.57	\$10.57	\$54.81
1-1/2"				\$109.62
2"				\$175.39
3"				\$350.79
4"				\$548.10
6"				\$1,096.21
8"				\$1,753.93
10"				\$2,521.28
Gallage - Residential				
Block 1, 0-5,000	\$1.02	\$1.53	\$1.53	\$3.80
Block 2, 5,000-10,000	\$1.02	\$1.53	\$1.53	\$4.76
Block 3, >10,000	\$1.02	\$1.53	\$1.53	\$4.76
Gallage - Commercial	\$1.02	\$1.53	\$1.53	\$3.80
Water Bill at 5,000 gal.	\$12.15	\$18.21	\$18.21	<b>\$40.92</b>

**Lake Gibson Estates - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All Meter Sizes	\$26.81	\$54.71	\$54.71	\$45.26
Gallonge Charge per 1,000 gal (proposed 6,000 cap)				
<b>Commercial</b>				
5/8 X 3/4	\$26.81	\$54.71	\$54.71	\$45.26
3/4"	\$26.81	\$54.71	\$54.71	\$67.89
1"	\$26.81	\$54.71	\$54.71	\$113.14
1-1/2"	\$26.81	\$54.71	\$54.71	\$226.29
2"	\$26.81	\$54.71	\$54.71	\$362.06
3"	\$26.81	\$54.71	\$54.71	\$724.12
4"	\$26.81	\$54.71	\$54.71	\$1,131.44
6"	\$26.81	\$54.71	\$54.71	\$2,262.89
8"	\$26.81	\$54.71	\$54.71	\$3,620.62
10"	\$26.81	\$54.71	\$54.71	\$5,204.65
Gallonge Charge				
Wastewater Bill at 5,000 gal.	\$26.81	\$54.71	\$54.71	\$45.26

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**

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**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 20, 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 8, 2008 at 10:00 a.m.  
Place: Lakeland City Hall  
City Commission Chambers (3<sup>rd</sup> Floor)  
228 S. Massachusetts Avenue  
Lakeland, FL 33801

**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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Business Hours: 8:00 a.m. - 5:00 p.m. Monday-Friday  
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Polk County Library  
City Hall – 228 S. Massachusetts Avenue  
Lakeland, Florida 33801  
Phone: 863.834.6000

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**Rosalie Oaks - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$11.38	\$33.09	\$28.87	\$21.92
3/4"				\$32.89
1"	\$24.51	\$71.26	\$62.18	\$54.81
1-1/2"				\$109.62
2"	\$78.63	\$228.62	\$199.48	\$175.39
3"				\$350.79
4"				\$548.10
6"				\$1,096.21
8"				\$1,753.93
10"				\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$0.95	\$2.76	\$2.41	\$3.80
Block 2, 5,000-10,000	\$1.20	\$3.49	\$3.04	\$4.76
Block 3, >10,000	\$1.46	\$4.24	\$3.70	\$4.76
Gallorage - Commercial	\$0.95	\$2.76	\$2.41	\$3.80
Water Bill at 5,000 gal.	\$16.13	\$46.90	\$40.92	<b>\$40.92</b>

**Rosalie Oaks - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All Meter Sizes	\$15.51	\$53.54	\$28.22	\$45.26
Gallage Charge per 1,000 gal (proposed 6,000 cap)	\$6.67	\$23.02	\$12.14	\$8.73
<b>Commercial</b>				
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
Bill at 5,000 gal.	\$48.86	\$168.65	\$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.

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

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**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 20, 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 8, 2008 at 10:00 a.m.  
Place: Lakeland City Hall  
City Commission Chambers (3<sup>rd</sup> Floor)  
228 S. Massachusetts Avenue  
Lakeland, FL 33801

**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 Polk County Library 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

Polk County Library  
City Hall - 228 S. Massachusetts Avenue  
Lakeland, Florida 33801  
Phone: 863.834.6000

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.

**Village Water - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$12.98	\$25.72	\$20.80	\$21.92
3/4"	\$12.98	\$25.72	\$20.80	\$32.89
1"	\$32.44	\$64.29	\$52.00	\$54.81
1-1/2"	\$64.87	\$128.56	\$103.97	\$109.62
2"	\$103.80	\$205.71	\$166.37	\$175.39
3"	\$207.61	\$411.43	\$332.76	\$350.79
4"	\$324.41	\$642.90	\$519.97	\$548.10
6"	\$1,038.02	\$2,057.11	\$1,663.76	\$1,096.21
8"				\$1,753.93
10"				\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$2.51	\$4.97	\$4.02	\$3.80
Block 2, 5,000-10,000	\$2.51	\$4.97	\$4.02	\$4.76
Block 3, >10,000	\$2.51	\$4.97	\$4.02	\$4.76
Gallorage - Commercial	\$2.51	\$4.97	\$4.02	\$3.80
Water Bill at 5,000 gal.	\$25.53	\$50.59	\$40.92	<b>\$40.92</b>

**Village Water - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All Meter Sizes				\$45.26
Gallage Charge per 1,000 gal (proposed 6,000 cap)				\$8.73
<b>Commercial</b>				
5/8 X 3/4	\$42.73	\$115.93	\$67.11	\$45.26
3/4"	\$42.73	\$115.93	\$67.11	\$67.89
1"	\$106.81	\$289.78	\$167.76	\$113.14
1-1/2"	\$213.61	\$579.53	\$335.50	\$226.29
2"	\$341.77	\$927.23	\$536.78	\$362.06
3"	\$683.53	\$1,854.43	\$1,073.55	\$724.12
4"	\$1,068.03	\$2,897.58	\$1,677.45	\$1,131.44
6"	\$3,417.63	\$9,272.09	\$5,367.73	\$2,262.89
8"				\$3,620.62
10"				\$5,204.65
Gallage Charge	\$3.89	\$10.55	\$6.11	\$10.48
<b>Wastewater Bill at 5,000 gal.</b>				<b>\$88.91</b>

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.

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**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 20, 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 8, 2008 at 10:00 a.m.  
Place: Lakeland City Hall  
City Commission Chambers (3<sup>rd</sup> Floor)  
228 S. Massachusetts Avenue  
Lakeland, FL 33801

**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 Polk County Library 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

Polk County Library  
City Hall - 228 S. Massachusetts Avenue  
Lakeland, Florida 33801  
Phone: 863.834.6000

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)

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.

#### **Orange Hill / Sugar Creek - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$9.49	\$14.22	\$14.22	\$21.92
3/4"	\$9.49	\$14.22	\$14.22	\$32.89
1"	\$24.05	\$36.05	\$36.05	\$54.81
1-1/2"	\$48.10	\$72.10	\$72.10	\$109.62
2"	\$76.93	\$115.31	\$115.31	\$175.39
3"				\$350.79
4"				\$548.10
6"				\$1,096.21
8"				\$1,753.93
10"				\$2,521.28
Gallonge - Residential				
Block 1, 0-5,000	\$1.39	\$2.08	\$2.08	\$3.80
Block 2, 5,000-10,000	\$1.39	\$2.08	\$2.08	\$4.76
Block 3, >10,000	\$1.39	\$2.08	\$2.08	\$4.76
Gallonge - Commercial	\$1.39	\$2.08	\$2.08	\$3.80
Water Bill at 5,000 gal.	\$16.44	\$24.64	\$24.64	<b>\$40.92</b>

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.



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**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 20, 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 8, 2008 at 10:00 a.m.  
Place: Lakeland City Hall  
City Commission Chambers (3<sup>rd</sup> Floor)  
228 S. Massachusetts Avenue  
Lakeland, FL 33801

**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 Polk County Library 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

Polk County Library  
City Hall – 228 S. Massachusetts Avenue  
Lakeland, Florida 33801  
Phone: 863.834.6000

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)

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.

#### **Gibsonia Estates - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$5.65	\$8.47	\$8.47	\$21.92
3/4"				\$32.89
1"	\$5.65	\$8.47	\$8.47	\$54.81
1-1/2"				\$109.62
2"	\$5.65	\$8.47	\$8.47	\$175.39
3"				\$350.79
4"				\$548.10
6"				\$1,096.21
8"				\$1,753.93
10"				\$2,521.28
Gallage - Residential				
Block 1, 0-5,000	\$0.67	\$1.00	\$1.00	\$3.80
Block 2, 5,000-10,000	\$0.67	\$1.00	\$1.00	\$4.76
Block 3, >10,000	\$0.67	\$1.00	\$1.00	\$4.76
Gallage - Commercial	\$0.67	\$1.00	\$1.00	\$3.80
Water Bill at 5,000 gal.	\$9.00	\$13.49	\$13.49	<b>\$40.92</b>

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.



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**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

**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 and Orange 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

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)

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.

**Skycrest - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$14.45	\$21.66	\$16.61	\$21.92
3/4"	\$21.69	\$32.51	\$24.93	\$32.89
1"	\$36.13	\$54.15	\$41.53	\$54.81
1-1/2"	\$72.27	\$108.32	\$83.07	\$109.62
2"	\$115.64	\$173.33	\$132.92	\$175.39
3"	\$231.28	\$346.66	\$265.84	\$350.79
4"	\$361.36	\$541.64	\$415.36	\$548.10
6"	\$722.72	\$1,083.27	\$830.72	\$1,096.21
8"	\$1,156.36	\$1,733.25	\$1,329.16	\$1,753.93
10"	\$1,662.26	\$2,491.54	\$1,910.67	\$2,521.28
<b>Gallonge - Residential</b>				
Block 1, 0-5,000	\$4.23	\$6.34	\$4.86	\$3.80
Block 2, 5,000-10,000	\$4.23	\$6.34	\$4.86	\$4.76
Block 3, >10,000	\$4.23	\$6.34	\$4.86	\$4.76
<b>Gallonge - Commercial</b>	\$4.23	\$6.34	\$4.86	\$3.80
<b>Water Bill at 5,000 gal.</b>	<b>\$35.60</b>	<b>\$53.36</b>	<b>\$40.92</b>	<b>\$40.92</b>

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**

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## JURISDICTION

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# AQUA.

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

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FLORIDA, INC.

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**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

**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).

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 101 E. Central Boulevard  
 Orlando, FL 32801  
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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.

**Kings Cove - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$8.12	\$9.25	\$9.25	\$21.92
3/4"	\$12.20	\$13.89	\$13.89	\$32.89
1"	\$20.32	\$23.14	\$23.14	\$54.81
1-1/2"	\$40.65	\$46.30	\$46.30	\$109.62
2"	\$65.05	\$74.09	\$74.09	\$175.39
3"	\$130.11	\$148.18	\$148.18	\$350.79
4"	\$203.27	\$231.50	\$231.50	\$548.10
6"	\$406.54	\$463.01	\$463.01	\$1,096.21
8"				\$1,753.93
10"				\$2,521.28
Gallage - Residential				
Block 1, 0-5,000	\$1.31	\$1.49	\$1.49	\$3.80
Block 2, 5,000-10,000	\$1.31	\$1.49	\$1.49	\$4.76
Block 3, >10,000	\$1.31	\$1.49	\$1.49	\$4.76
Gallage - Commercial	\$1.22	\$1.39	\$1.39	\$3.80
Water Bill at 5,000 gal.	\$14.67	\$16.71	\$16.71	\$40.92

**Kings Cove - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
5/8 X 3/4	\$9.24	\$10.93	\$10.93	\$45.26
3/4"	\$13.84	\$16.37	\$16.37	\$45.26
1"	\$23.07	\$27.28	\$27.28	\$45.26
1-1/2"	\$46.17	\$54.60	\$54.60	\$45.26
2"	\$73.84	\$87.32	\$87.32	\$45.26
3"	\$147.73	\$174.70	\$174.70	\$45.26
4"	\$230.77	\$272.91	\$272.91	\$45.26
6"	\$461.59	\$545.87	\$545.87	\$45.26
8"				\$45.26
10"				\$45.26
Gallage cap (gallons)	10,000	10,000	10,000	6,000
Gallage Charge per 1,000 gallons	\$3.24	\$3.83	\$3.83	\$8.73
<b>Commercial</b>				
5/8" X 3/4"	\$9.24	\$10.93	\$10.93	\$45.26
3/4"	\$13.84	\$16.37	\$16.37	\$67.89
1"	\$23.07	\$27.28	\$27.28	\$113.14
1-1/2"	\$46.17	\$54.60	\$54.60	\$226.29
2"	\$73.84	\$87.32	\$87.32	\$362.06
3"	\$147.73	\$174.70	\$174.70	\$724.12
4"	\$230.77	\$272.91	\$272.91	\$1,131.44
6"	\$461.59	\$545.87	\$545.87	\$2,262.89
8"				\$3,620.62
10"				\$5,204.65
Gallage charge	\$3.24	\$3.83	\$3.83	\$10.48
<b>Wastewater bill at 5,000 gallons</b>	<b>\$25.44</b>	<b>\$30.09</b>	<b>\$30.09</b>	<b>\$88.91</b>

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**

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**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  
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Date Issued: June 25, 2008

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Date and Time: July 16, 2008 at 6:00 p.m.  
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**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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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)

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.

**Grand Terrace - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$9.90	\$14.84	\$14.84	\$21.92
3/4"	\$14.86	\$22.27	\$22.27	\$32.89
1"	\$24.76	\$37.11	\$37.11	\$54.81
1-1/2"	\$49.49	\$74.18	\$74.18	\$109.62
2"	\$79.20	\$118.71	\$118.71	\$175.39
3"	\$158.39	\$237.41	\$237.41	\$350.79
4"	\$247.48	\$370.94	\$370.94	\$548.10
6"	\$494.98	\$741.92	\$741.92	\$1,096.21
8"	\$791.96	\$1,187.06	\$1,187.06	\$1,753.93
10"	\$1,138.43	\$1,706.37	\$1,706.37	\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$2.14	\$3.21	\$3.21	\$3.80
Block 2, 5,000-10,000	\$2.14	\$3.21	\$3.21	\$4.76
Block 3, >10,000	\$2.14	\$3.21	\$3.21	\$4.76
Gallorage - Commercial	\$2.14	\$3.21	\$3.21	\$3.80
Water Bill at 5,000 gal.	\$20.60	\$30.88	\$30.88	\$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.

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**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,  
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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.

**Palms Mobile Home Park - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$7.56	\$11.33	\$9.56	\$21.92
3/4"	\$11.36	\$17.03	\$14.36	\$32.89
1"	\$18.91	\$28.34	\$23.91	\$54.81
1-1/2"	\$37.85	\$56.73	\$47.86	\$109.62
2"	\$60.54	\$90.74	\$76.55	\$175.39
3"	\$121.08	\$181.48	\$153.11	\$350.79
4"	\$189.20	\$283.59	\$239.25	\$548.10
6"	\$378.39	\$567.16	\$478.48	\$1,096.21
8"	\$605.43	\$907.47	\$765.58	\$1,753.93
10"	\$870.29	\$1,304.46	\$1,100.50	\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$4.96	\$7.43	\$6.27	\$3.80
Block 2, 5,000-10,000	\$4.96	\$7.43	\$6.27	\$4.76
Block 3, >10,000	\$4.96	\$7.43	\$6.27	\$4.76
Gallorage - Commercial	\$4.96	\$7.43	\$6.27	\$3.80
Water Bill at 5,000 gal.	\$32.36	\$48.50	\$40.92	<b>\$40.92</b>

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**Silver Lake Estates / Western Shores - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
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
Gallorage - 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
Gallorage - Commercial	\$1.31	\$1.96	\$1.96	\$3.80
<b>Water Bill at 5,000 gal.</b>	<b>\$14.19</b>	<b>\$21.27</b>	<b>\$21.27</b>	<b>\$40.92</b>

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.

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**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

**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 and Orange County Libraries as follows:

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Phone: 352.253.6180

Orange County Library System  
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 Phone: 407.835.7323

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)

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.

**48 Estates - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$14.82	\$23.60	\$23.60	\$21.92
3/4"	\$22.20	\$35.35	\$35.35	\$32.89
1"	\$37.04	\$58.98	\$58.98	\$54.81
1-1/2"	\$74.08	\$117.97	\$117.97	\$109.62
2"	\$118.54	\$188.77	\$188.77	\$175.39
3"	\$237.07	\$377.52	\$377.52	\$350.79
4"	\$370.42	\$589.88	\$589.88	\$548.10
6"	\$740.85	\$1,179.77	\$1,179.77	\$1,096.21
8"				\$1,753.93
10"				\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$2.02	\$3.22	\$3.22	\$3.80
Block 2, 5,000-10,000	\$2.02	\$3.22	\$3.22	\$4.76
Block 3, >10,000	\$2.02	\$3.22	\$3.22	\$4.76
Gallorage - Commercial	\$2.02	\$3.22	\$3.22	\$3.80
Water Bill at 5,000 gal.	\$24.92	\$39.68	\$39.68	\$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.

## JURISDICTION

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**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

**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).

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 101 E. Central Boulevard  
 Orlando, FL 32801  
 Phone: 407.835.7323

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)

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.

**Carlton Village - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$18.73	\$28.07	\$20.21	\$21.92
3/4"	\$28.11	\$42.13	\$30.33	\$32.89
1"	\$46.84	\$70.21	\$50.53	\$54.81
1-1/2"	\$93.68	\$140.42	\$101.06	\$109.62
2"	\$149.90	\$224.68	\$161.72	\$175.39
3"	\$299.77	\$449.32	\$323.40	\$350.79
4"	\$468.40	\$702.08	\$505.32	\$548.10
6"	\$936.79	\$1,404.14	\$1,010.64	\$1,096.21
8"	\$1,498.84	\$2,246.59	\$1,616.99	\$1,753.93
10"	\$2,154.61	\$3,229.51	\$2,324.46	\$2,521.28
<b>Gallonge - Residential</b>				
Block 1, 0-5,000	\$3.84	\$5.76	\$4.14	\$3.80
Block 2, 5,000-10,000	\$3.84	\$5.76	\$4.14	\$4.76
Block 3, >10,000	\$3.84	\$5.76	\$4.14	\$4.76
<b>Gallonge - Commercial</b>	\$3.84	\$5.76	\$4.14	\$3.80
<b>Water Bill at 5,000 gal.</b>	<b>\$37.93</b>	<b>\$56.85</b>	<b>\$40.92</b>	<b>\$40.92</b>

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

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**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

**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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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)

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.

**Haines Creek - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$9.54	\$16.26	\$16.26	\$21.92
3/4"	\$14.30	\$24.37	\$24.37	\$32.89
1"	\$23.85	\$40.65	\$40.65	\$54.81
1-1/2"	\$47.70	\$81.30	\$81.30	\$109.62
2"	\$76.32	\$130.09	\$130.09	\$175.39
3"	\$152.65	\$260.19	\$260.19	\$350.79
4"	\$238.52	\$406.55	\$406.55	\$548.10
6"	\$457.13	\$779.17	\$779.17	\$1,096.21
8"				\$1,753.93
10"				\$2,521.28
Gallage - Residential				
Block 1, 0-5,000	\$1.53	\$2.61	\$2.61	\$3.80
Block 2, 5,000-10,000	\$1.53	\$2.61	\$2.61	\$4.76
Block 3, >10,000	\$1.53	\$2.61	\$2.61	\$4.76
Gallage - Commercial	\$1.53	\$2.61	\$2.61	\$3.80
Water Bill at 5,000 gal.	\$17.19	\$29.30	\$29.30	\$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.

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**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,  
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**Ravenswood - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
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1"	\$33.21	\$51.80	\$51.80	\$54.81
1-1/2"	\$64.81	\$101.08	\$101.08	\$109.62
2"	\$103.67	\$161.69	\$161.69	\$175.39
3"	\$207.34	\$323.38	\$323.38	\$350.79
4"	\$323.95	\$505.26	\$505.26	\$548.10
6"	\$647.92	\$1,010.54	\$1,010.54	\$1,096.21
8"				\$1,753.93
10"				\$2,521.28
Gallage - Residential				
Block 1, 0-5,000	\$1.88	\$2.93	\$2.93	\$3.80
Block 2, 5,000-10,000	\$1.88	\$2.93	\$2.93	\$4.76
Block 3, >10,000	\$1.88	\$2.93	\$2.93	\$4.76
Gallage - Commercial	\$1.88	\$2.93	\$2.93	\$3.80
Water Bill at 5,000 gal.	\$22.70	\$35.40	\$35.40	\$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.

### 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.

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

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FLORIDA, INC.

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**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

**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 and Orange County Libraries as follows:

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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

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**Docket No. 080121-WS**

**Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Highlands,  
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Washington counties, Florida by Aqua Utilities Florida, Inc. (Utility)**

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Date and Time: July 16, 2008 at 6:00 p.m.  
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520 Baker Street  
Mount Dora

**PURPOSE AND PROCEDURE**

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

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)

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.

**Quail Ridge - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$21.86	\$32.77	\$22.67	\$21.92
3/4"	\$32.81	\$49.18	\$34.02	\$32.89
1"	\$54.68	\$81.96	\$56.70	\$54.81
1-1/2"	\$109.35	\$163.90	\$113.40	\$109.62
2"	\$174.98	\$262.27	\$181.45	\$175.39
3"	\$349.93	\$524.50	\$362.88	\$350.79
4"	\$546.77	\$819.54	\$567.00	\$548.10
6"	\$1,093.55	\$1,639.10	\$1,134.01	\$1,096.21
8"	\$1,749.66	\$2,622.54	\$1,814.40	\$1,753.93
10"	\$2,515.16	\$3,769.93	\$2,608.22	\$2,521.28
Gallage - Residential				
Block 1, 0-5,000	\$3.52	\$5.28	\$3.65	\$3.80
Block 2, 5,000-10,000	\$3.52	\$5.28	\$3.65	\$4.76
Block 3, >10,000	\$3.52	\$5.28	\$3.65	\$4.76
Gallage - Commercial	\$3.52	\$5.28	\$3.65	\$3.80
Water Bill at 5,000 gal.	\$39.46	\$59.15	\$40.92	<b>\$40.92</b>

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

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**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

**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).

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Tavares, FL 32778  
Phone: 352.253.6180

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

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)

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.

**Tangerine - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$8.92	\$13.37	\$13.37	\$21.92
3/4"	\$13.38	\$20.06	\$20.06	\$32.89
1"	\$22.28	\$33.40	\$33.40	\$54.81
1-1/2"	\$44.58	\$66.82	\$66.82	\$109.62
2"	\$71.33	\$106.92	\$106.92	\$175.39
3"	\$142.65	\$213.82	\$213.82	\$350.79
4"	\$222.89	\$334.09	\$334.09	\$548.10
6"	\$445.79	\$668.19	\$668.19	\$1,096.21
8"	\$713.62	\$1,069.63	\$1,069.63	\$1,753.93
10"	\$1,025.82	\$1,537.59	\$1,537.59	\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$1.53	\$2.29	\$2.29	\$3.80
Block 2, 5,000-10,000	\$1.53	\$2.29	\$2.29	\$4.76
Block 3, >10,000	\$1.53	\$2.29	\$2.29	\$4.76
Gallorage - Commercial	\$1.53	\$2.29	\$2.29	\$3.80
<b>Water Bill at 5,000 gal.</b>	<b>\$16.57</b>	<b>\$24.84</b>	<b>\$24.84</b>	<b>\$40.92</b>

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

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FLORIDA, INC.

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**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.

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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**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
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
Gallage - 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
Gallage - Commercial	\$3.09	\$8.65	\$3.97	\$3.80
Water Bill at 5,000 gal.	\$31.85	\$89.18	\$40.92	<b>\$40.92</b>



**The Woods - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All meter sizes	\$15.74	\$49.49	\$38.62	\$45.26
Gallorage cap (gallons)	6,000	6,000	6,000	6,000
Gallorage Charge per 1,000 gallons	\$4.10	\$12.89	\$10.06	\$8.73
<b>Commercial</b>				
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
Gallorage charge				\$10.48
<b>Wastewater bill at 5,000 gallons</b>	<b>\$36.24</b>	<b>\$113.95</b>	<b>\$88.91</b>	<b>\$88.91</b>

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**

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**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

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Date and Time: July 16, 2008 at 6:00 p.m.  
Place: Mount Dora Community Center  
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Mount Dora

**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 and Orange County Libraries as follows:

Aqua Utilities Florida, Inc.  
1100 Thomas Avenue  
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Tavares, FL 32778  
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101 E. Central Boulevard  
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Phone: 407.835.7323

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)

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.

**Picciola Island - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$10.63	\$15.93	\$15.93	\$21.92
3/4"	\$15.94	\$23.89	\$23.89	\$32.89
1"	\$26.60	\$39.87	\$39.87	\$54.81
1-1/2"	\$53.17	\$79.70	\$79.70	\$109.62
2"	\$85.08	\$127.53	\$127.53	\$175.39
3"	\$170.15	\$255.04	\$255.04	\$350.79
4"	\$265.87	\$398.51	\$398.51	\$548.10
6"	\$531.75	\$797.03	\$797.03	\$1,096.21
8"	\$850.79	\$1,275.24	\$1,275.24	\$1,753.93
10"	\$1,223.02	\$1,833.17	\$1,833.17	\$2,521.28
Gallage - Residential				
Block 1, 0-5,000	\$2.95	\$4.42	\$4.42	\$3.80
Block 2, 5,000-10,000	\$2.95	\$4.42	\$4.42	\$4.76
Block 3, >10,000	\$2.95	\$4.42	\$4.42	\$4.76
Gallage - Commercial	\$2.95	\$4.42	\$4.42	\$3.80
Water Bill at 5,000 gal.	\$25.38	\$38.04	\$38.04	\$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**

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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.



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**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

**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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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.

**Morningview - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$18.31	\$27.44	\$19.87	\$21.92
3/4"	\$27.46	\$41.16	\$29.80	\$32.89
1"	\$45.79	\$68.63	\$49.69	\$54.81
1-1/2"	\$91.57	\$137.25	\$99.36	\$109.62
2"	\$146.51	\$219.60	\$158.98	\$175.39
3"	\$293.03	\$439.22	\$317.97	\$350.79
4"	\$457.84	\$686.25	\$496.81	\$548.10
6"	\$915.71	\$1,372.54	\$993.66	\$1,096.21
8"	\$1,465.13	\$2,196.06	\$1,589.85	\$1,753.93
10"	\$2,106.12	\$3,156.83	\$2,285.40	\$2,521.28
Gallage - Residential				
Block 1, 0-5,000	\$3.88	\$5.82	\$4.21	\$3.80
Block 2, 5,000-10,000	\$3.88	\$5.82	\$4.21	\$4.76
Block 3, >10,000	\$3.88	\$5.82	\$4.21	\$4.76
Gallage - Commercial	\$3.88	\$5.82	\$4.21	\$3.80
Water Bill at 5,000 gal.	\$37.71	\$56.52	\$40.92	\$40.92



**Morningview - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All meter sizes	\$24.40	\$49.79	\$34.85	\$45.26
Gallage cap (gallons)	6,000	6,000	6,000	6,000
Gallage Charge per 1,000 gallons	\$7.57	\$15.45	\$10.81	\$8.73
<b>Commercial</b>				
5/8" X 3/4"	\$24.40	\$49.79	\$34.85	\$45.26
3/4"	\$36.62	\$74.73	\$52.30	\$67.89
1"	\$61.02	\$124.52	\$87.15	\$113.14
1-1/2"	\$122.02	\$249.00	\$174.28	\$226.29
2"	\$195.22	\$398.38	\$278.83	\$362.06
3"	\$390.46	\$796.81	\$557.68	\$724.12
4"	\$610.08	\$1,244.98	\$871.36	\$1,131.44
6"	\$1,220.18	\$2,490.00	\$1,742.75	\$2,262.89
8"	\$1,952.30	\$3,984.03	\$2,788.42	\$3,620.62
10"	\$2,806.43	\$5,727.04	\$4,008.35	\$5,204.65
Gallage charge	\$9.11	\$18.59	\$13.01	\$10.48
<b>Wastewater bill at 5,000 gallons</b>	<b>\$62.25</b>	<b>\$127.03</b>	<b>\$88.91</b>	<b>\$88.91</b>

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**

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**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

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**PURPOSE AND PROCEDURE**

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**East Lake Harris Estates - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$8.53	\$12.79	\$10.63	\$21.92
3/4"	\$12.81	\$19.20	\$15.97	\$32.89
1"	\$21.36	\$32.02	\$26.62	\$54.81
1-1/2"	\$42.69	\$63.99	\$53.21	\$109.62
2"	\$68.31	\$102.39	\$85.14	\$175.39
3"	\$136.65	\$204.82	\$170.32	\$350.79
4"	\$213.51	\$320.03	\$266.12	\$548.10
6"	\$427.03	\$640.07	\$532.26	\$1,096.21
8"	\$683.25	\$1,024.11	\$851.62	\$1,753.93
10"	\$982.19	\$1,472.19	\$1,224.22	\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$4.86	\$7.28	\$6.06	\$3.80
Block 2, 5,000-10,000	\$4.86	\$7.28	\$6.06	\$4.76
Block 3, >10,000	\$4.86	\$7.28	\$6.06	\$4.76
Gallorage - Commercial	\$4.86	\$7.28	\$6.06	\$3.80
Water Bill at 5,000 gal.	\$32.83	\$49.21	\$40.92	<b>\$40.92</b>

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**

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**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  
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**Imperial Mobile Terrace - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$10.63	\$15.93	\$15.93	\$21.92
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2"	\$85.08	\$127.53	\$127.53	\$175.39
3"	\$170.15	\$255.04	\$255.04	\$350.79
4"	\$265.87	\$398.51	\$398.51	\$548.10
6"	\$531.75	\$797.03	\$797.03	\$1,096.21
8"	\$850.79	\$1,275.24	\$1,275.24	\$1,753.93
10"	\$1,223.02	\$1,833.17	\$1,833.17	\$2,521.28
Gallage - Residential				
Block 1, 0-5,000	\$2.95	\$4.42	\$4.42	\$3.80
Block 2, 5,000-10,000	\$2.95	\$4.42	\$4.42	\$4.76
Block 3, >10,000	\$2.95	\$4.42	\$4.42	\$4.76
Gallage - Commercial	\$2.95	\$4.42	\$4.42	\$3.80
Water Bill at 5,000 gal.	\$25.38	\$38.04	\$38.04	\$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.

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**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

**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, the Lake and Orange 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

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Tavares, FL 32778  
Phone: 352.253.6180

Orange County Library System  
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Orlando, FL 32801  
Phone: 407.835.7323

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)

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.

**Friendly Center- Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$15.84	\$23.74	\$17.86	\$21.92
3/4"	\$23.77	\$35.63	\$26.80	\$32.89
1"	\$39.62	\$59.39	\$44.67	\$54.81
1-1/2"	\$79.25	\$118.79	\$89.36	\$109.62
2"	\$126.79	\$190.04	\$142.97	\$175.39
3"	\$253.59	\$380.10	\$285.94	\$350.79
4"	\$396.23	\$593.90	\$446.78	\$548.10
6"	\$792.45	\$1,187.79	\$893.55	\$1,096.21
8"	\$1,267.93	\$1,900.48	\$1,429.70	\$1,753.93
10"	\$1,822.65	\$2,731.94	\$2,055.19	\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$4.09	\$6.13	\$4.61	\$3.80
Block 2, 5,000-10,000	\$4.09	\$6.13	\$4.61	\$4.76
Block 3, >10,000	\$4.09	\$6.13	\$4.61	\$4.76
Gallorage - Commercial	\$4.09	\$6.13	\$4.61	\$3.80
Water Bill at 5,000 gal.	\$36.29	\$54.39	\$40.92	<b>\$40.92</b>

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**

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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.

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**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  
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**PURPOSE AND PROCEDURE**

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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)

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.

**Hobby Hills - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$9.90	\$14.84	\$14.84	\$21.92
3/4"	\$14.86	\$22.27	\$22.27	\$32.89
1"	\$24.76	\$37.11	\$37.11	\$54.81
1-1/2"	\$49.49	\$74.18	\$74.18	\$109.62
2"	\$79.20	\$118.71	\$118.71	\$175.39
3"	\$158.39	\$237.41	\$237.41	\$350.79
4"	\$247.48	\$370.94	\$370.94	\$548.10
6"	\$494.98	\$741.92	\$741.92	\$1,096.21
8"	\$791.96	\$1,187.06	\$1,187.06	\$1,753.93
10"	\$1,138.43	\$1,706.37	\$1,706.37	\$2,521.28
Gallonge - Residential				
Block 1, 0-5,000	\$2.14	\$3.21	\$3.21	\$3.80
Block 2, 5,000-10,000	\$2.14	\$3.21	\$3.21	\$4.76
Block 3, >10,000	\$2.14	\$3.21	\$3.21	\$4.76
Gallonge - Commercial	\$2.14	\$3.21	\$3.21	\$3.80
Water Bill at 5,000 gal.	\$20.60	\$30.88	\$30.88	\$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**

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**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

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**PURPOSE AND PROCEDURE**

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**Piney Woods - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$16.33	\$24.48	\$22.33	\$21.92
3/4"	\$24.48	\$36.69	\$33.47	\$32.89
1"	\$40.81	\$61.17	\$55.80	\$54.81
1-1/2"	\$81.58	\$122.28	\$111.54	\$109.62
2"	\$130.54	\$195.66	\$178.47	\$175.39
3"	\$261.08	\$391.33	\$356.95	\$350.79
4"	\$407.95	\$611.47	\$557.75	\$548.10
6"	\$815.90	\$1,222.94	\$1,115.49	\$1,096.21
8"	\$1,305.42	\$1,956.67	\$1,784.76	\$1,753.93
10"	\$1,876.57	\$2,812.76	\$2,565.63	\$2,521.28
Gallonge - Residential				
Block 1, 0-5,000	\$2.72	\$4.08	\$3.72	\$3.80
Block 2, 5,000-10,000	\$2.72	\$4.08	\$3.72	\$4.76
Block 3, >10,000	\$2.72	\$4.08	\$3.72	\$4.76
Gallonge - Commercial	\$2.72	\$4.08	\$3.72	\$3.80
Water Bill at 5,000 gal.	\$29.93	\$44.86	\$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**

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**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,  
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**Skycrest - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$14.45	\$21.66	\$16.61	\$21.92
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1"	\$36.13	\$54.15	\$41.53	\$54.81
1-1/2"	\$72.27	\$108.32	\$83.07	\$109.62
2"	\$115.64	\$173.33	\$132.92	\$175.39
3"	\$231.28	\$346.66	\$265.84	\$350.79
4"	\$361.36	\$541.64	\$415.36	\$548.10
6"	\$722.72	\$1,083.27	\$830.72	\$1,096.21
8"	\$1,156.36	\$1,733.25	\$1,329.16	\$1,753.93
10"	\$1,662.26	\$2,491.54	\$1,910.67	\$2,521.28
Gallonge - Residential				
Block 1, 0-5,000	\$4.23	\$6.34	\$4.86	\$3.80
Block 2, 5,000-10,000	\$4.23	\$6.34	\$4.86	\$4.76
Block 3, >10,000	\$4.23	\$6.34	\$4.86	\$4.76
Gallonge - Commercial	\$4.23	\$6.34	\$4.86	\$3.80
Water Bill at 5,000 gal.	\$35.60	\$53.36	\$40.92	\$40.92

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Mount Dora

**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 and Orange 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

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.

**Venetian Village - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$10.28	\$15.41	\$14.15	\$21.92
3/4"	\$15.44	\$23.14	\$21.25	\$32.89
1"	\$25.71	\$38.54	\$35.39	\$54.81
1-1/2"	\$51.43	\$77.09	\$70.79	\$109.62
2"	\$82.28	\$123.33	\$113.25	\$175.39
3"	\$164.57	\$246.67	\$226.51	\$350.79
4"	\$257.13	\$385.41	\$353.91	\$548.10
6"	\$514.27	\$770.83	\$707.83	\$1,096.21
8"	\$822.82	\$1,233.31	\$1,132.52	\$1,753.93
10"	\$1,182.82	\$1,772.91	\$1,628.02	\$2,521.28
Gallonge - Residential				
Block 1, 0-5,000	\$3.89	\$5.83	\$5.35	\$3.80
Block 2, 5,000-10,000	\$3.89	\$5.83	\$5.35	\$4.76
Block 3, >10,000	\$3.89	\$5.83	\$5.35	\$4.76
Gallonge - Commercial	\$3.89	\$5.83	\$5.35	\$3.80
Water Bill at 5,000 gal.	\$29.73	\$44.56	\$40.92	\$40.92

**Venetian Village - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All meter sizes	\$20.45	\$41.73	\$36.15	\$45.26
Gallorage cap (gallons)	6,000	6,000	6,000	6,000
Gallorage Charge per 1,000 gallons	\$5.97	\$12.18	\$10.55	\$8.73
<b>Commercial</b>				
5/8" X 3/4"	\$20.45	\$41.73	\$36.15	\$45.26
3/4"	\$30.67	\$62.59	\$54.21	\$67.89
1"	\$51.12	\$104.32	\$90.36	\$113.14
1-1/2"	\$102.24	\$208.64	\$180.72	\$226.29
2"	\$163.55	\$333.75	\$289.09	\$362.06
3"	\$327.15	\$667.61	\$578.27	\$724.12
4"	\$511.16	\$1,043.12	\$903.52	\$1,131.44
6"	\$1,022.32	\$2,086.23	\$1,807.05	\$2,262.89
8"	\$1,635.69	\$3,337.93	\$2,891.24	\$3,620.62
10"	\$2,351.31	\$4,798.28	\$4,156.16	\$5,204.65
Gallorage charge	\$7.16	\$14.61	\$12.66	\$10.48
<b>Wastewater bill at 5,000 gallons</b>	<b>\$50.30</b>	<b>\$102.65</b>	<b>\$88.91</b>	<b>\$88.91</b>

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**

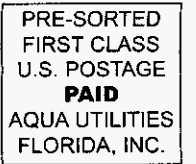
If settlement of the case or a named storm or other disaster requires cancellation(s) of the hearing(s), Commission staff will attempt to give timely direct notice to the parties. Notice of cancellation(s) of the hearing(s) will also be provided on the Commission's website (<http://www.psc.state.fl.us/>) 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 Utilities Florida, Inc.  
1100 Thomas Avenue  
Leesburg, Florida 34748



19399

**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

**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 and Orange County Libraries as follows:

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

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Leesburg, Florida 34748

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**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

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

**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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Tavares, FL 32778  
Phone: 352.253.6180

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**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  
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Date Issued: June 25, 2008

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

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)

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.

**Stone Mountain - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$27.59	\$41.35	\$27.59	\$21.92
3/4"	\$41.37	\$62.01	\$41.37	\$32.89
1"	\$68.97	\$103.38	\$68.97	\$54.81
1-1/2"	\$137.98	\$206.82	\$137.98	\$109.62
2"	\$220.70	\$330.80	\$220.70	\$175.39
3"	\$441.45	\$661.68	\$441.45	\$350.79
4"	\$689.75	\$1,033.86	\$689.75	\$548.10
6"	\$1,379.49	\$2,067.70	\$1,379.49	\$1,096.21
8"	\$2,207.20	\$3,308.34	\$2,207.20	\$1,753.93
10"	\$3,172.84	\$4,755.72	\$3,172.84	\$2,521.28
Gallonge - Residential				
Block 1, 0-5,000	\$2.97	\$4.45	\$2.97	\$3.80
Block 2, 5,000-10,000	\$2.97	\$4.45	\$2.97	\$4.76
Block 3, >10,000	\$2.97	\$4.45	\$2.97	\$4.76
Gallonge - Commercial	\$2.97	\$4.45	\$2.97	\$3.80
Water Bill at 5,000 gal.	\$42.44	\$63.61	\$42.44	<b>\$40.92</b>

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.

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**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 28, 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 17, 2008 at 10:00 a.m. and 6:00 p.m.  
Place: Canterbury Retreat & Conference Center  
1601 Alafaya Trail  
Oviedo, 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.

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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, 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.

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)

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.

**Kingswood - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$10.63	\$15.93	\$15.93	\$21.92
3/4"	\$15.94	\$23.89	\$23.89	\$32.89
1"	\$26.60	\$39.87	\$39.87	\$54.81
1-1/2"	\$53.17	\$79.70	\$79.70	\$109.62
2"	\$85.08	\$127.53	\$127.53	\$175.39
3"	\$170.15	\$255.04	\$255.04	\$350.79
4"	\$265.87	\$398.51	\$398.51	\$548.10
6"	\$531.75	\$797.03	\$797.03	\$1,096.21
8"	\$850.79	\$1,275.24	\$1,275.24	\$1,753.93
10"	\$1,223.02	\$1,833.17	\$1,833.17	\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$2.95	\$4.42	\$4.42	\$3.80
Block 2, 5,000-10,000	\$2.95	\$4.42	\$4.42	\$4.76
Block 3, >10,000	\$2.95	\$4.42	\$4.42	\$4.76
Gallorage - Commercial	\$2.95	\$4.42	\$4.42	\$3.80
Water Bill at 5,000 gal.	\$25.38	\$38.04	\$38.04	<b>\$40.92</b>

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.



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FLORIDA, INC.

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**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 28, 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 17, 2008 at 10:00 a.m. and 6:00 p.m.  
Place: Canterbury Retreat & Conference Center  
1601 Alafaya Trail  
Oviedo, 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 Brevard and Seminole County Libraries as follows:

Aqua Utilities Florida, Inc.  
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Phone: 352.435.4027

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

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 1101 East First Street  
 Sanford, FL 32771  
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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.

**Chuluota - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$10.25	\$15.36	\$14.12	\$21.92
3/4"	\$15.39	\$23.07	\$21.20	\$32.89
1"	\$25.64	\$38.43	\$35.33	\$54.81
1-1/2"	\$51.29	\$76.88	\$70.67	\$109.62
2"	\$82.07	\$123.01	\$113.07	\$175.39
3"	\$164.14	\$246.03	\$226.15	\$350.79
4"	\$256.46	\$384.40	\$353.34	\$548.10
6"	\$512.93	\$768.82	\$706.70	\$1,096.21
8"	\$820.69	\$1,230.12	\$1,130.73	\$1,753.93
10"	\$1,179.75	\$1,768.31	\$1,625.43	\$2,521.28
Gallonaage - Residential				
Block 1, 0-5,000	\$3.89	\$5.83	\$5.36	\$3.80
Block 2, 5,000-10,000	\$3.89	\$5.83	\$5.36	\$4.76
Block 3, >10,000	\$3.89	\$5.83	\$5.36	\$4.76
Gallonaage - Commercial	\$3.89	\$5.83	\$5.36	\$3.80
Water Bill at 5,000 gal.	\$29.70	\$44.52	\$40.92	\$40.92

**Chuluota - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All meter sizes	\$22.01	\$44.92	\$31.53	\$45.26
Gallonge cap (gallons)	6,000	6,000	6,000	6,000
Gallonge Charge per 1,000 gallons	\$8.01	\$16.35	\$11.48	\$8.73
<b>Commercial</b>				
5/8" X 3/4"	\$22.01	\$44.92	\$31.53	\$45.26
3/4"	\$33.03	\$67.40	\$47.32	\$67.89
1"	\$55.03	\$112.30	\$78.84	\$113.14
1-1/2"	\$110.05	\$224.58	\$157.66	\$226.29
2"	\$176.09	\$359.34	\$252.27	\$362.06
3"	\$352.17	\$718.67	\$504.53	\$724.12
4"	\$550.28	\$1,122.95	\$788.36	\$1,131.44
6"	\$1,100.56	\$2,245.90	\$1,576.71	\$2,262.89
8"	\$1,760.89	\$3,593.42	\$2,522.73	\$3,620.62
10"	\$2,531.29	\$5,165.57	\$3,626.44	\$5,204.65
Gallonge charge	\$9.60	\$19.59	\$13.75	\$10.48
 Wastewater bill at 5,000 gallons	 \$62.06	 \$126.64	 \$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.

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Leesburg, Florida 34748

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**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 28, 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 17, 2008 at 10:00 a.m. and 6:00 p.m.  
Place: Canterbury Retreat & Conference Center  
1601 Alafaya Trail  
Oviedo, 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.

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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).

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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)

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.

**Oakwood - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$10.63	\$15.93	\$15.93	\$21.92
3/4"	\$16.14	\$24.19	\$24.19	\$32.89
1"	\$26.60	\$39.87	\$39.87	\$54.81
1-1/2"	\$53.17	\$79.70	\$79.70	\$109.62
2"	\$85.08	\$127.53	\$127.53	\$175.39
3"	\$170.15	\$255.04	\$255.04	\$350.79
4"	\$265.87	\$398.51	\$398.51	\$548.10
6"	\$531.75	\$797.03	\$797.03	\$1,096.21
8"	\$850.79	\$1,275.24	\$1,275.24	\$1,753.93
10"	\$1,223.02	\$1,833.17	\$1,833.17	\$2,521.28
Gallonge - Residential				
Block 1, 0-5,000	\$2.95	\$4.42	\$4.42	\$3.80
Block 2, 5,000-10,000	\$2.95	\$4.42	\$4.42	\$4.76
Block 3, >10,000	\$2.95	\$4.42	\$4.42	\$4.76
Gallonge - Commercial	\$2.95	\$4.42	\$4.42	\$3.80
Water Bill at 5,000 gal.	\$25.38	\$38.04	\$38.04	\$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**

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**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 28, 2008

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**PURPOSE AND PROCEDURE**

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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)

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**Harmony Homes - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$21.02	\$31.51	\$22.10	\$21.92
3/4"	\$31.54	\$47.27	\$33.16	\$32.89
1"	\$52.58	\$78.81	\$55.28	\$54.81
1-1/2"	\$105.13	\$157.58	\$110.53	\$109.62
2"	\$168.23	\$252.16	\$176.87	\$175.39
3"	\$336.44	\$504.28	\$353.73	\$350.79
4"	\$525.69	\$787.95	\$552.70	\$548.10
6"	\$1,051.38	\$1,575.90	\$1,105.41	\$1,096.21
8"	\$1,682.21	\$2,521.44	\$1,768.65	\$1,753.93
10"	\$2,418.77	\$3,625.46	\$2,543.06	\$2,521.28
Gallonge - Residential				
Block 1, 0-5,000	\$3.58	\$5.37	\$3.76	\$3.80
Block 2, 5,000-10,000	\$3.58	\$5.37	\$3.76	\$4.76
Block 3, >10,000	\$3.58	\$5.37	\$3.76	\$4.76
Gallonge - Commercial	\$3.58	\$5.37	\$3.76	\$3.80
Water Bill at 5,000 gal.	\$38.92	\$58.34	\$40.92	<b>\$40.92</b>

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.

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**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,  
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Date Issued: June 28, 2008

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**Florida Central Commerce Park - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All meter sizes				\$45.26
Gallage cap (gallons)				6,000
Gallage Charge per 1,000 gallons				\$8.73
<b>Commercial</b>				
5/8" X 3/4"	\$38.72	\$79.02	\$58.34	\$45.26
3/4"	\$58.08	\$118.52	\$87.51	\$67.89
1"	\$96.79	\$197.52	\$145.83	\$113.14
1-1/2"	\$193.58	\$395.04	\$291.65	\$226.29
2"	\$309.73	\$632.06	\$466.65	\$362.06
3"	\$619.44	\$1,264.08	\$933.27	\$724.12
4"	\$967.90	\$1,975.18	\$1,458.27	\$1,131.44
6"	\$1,935.82	\$3,950.40	\$2,916.57	\$2,262.89
8"	\$3,097.29	\$6,320.59	\$4,666.48	\$3,620.62
10"	\$4,452.36	\$9,085.86	\$6,708.08	\$5,204.65
Gallage charge	\$5.22	\$10.65	\$7.86	\$10.48
Wastewater bill at 5,000 gallons	\$22.95	\$31.62	\$31.62	<b>\$88.91</b>

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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

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FLORIDA, INC.

19399

**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: July 2, 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 30, 2008 at 10:00 a.m. (CDT)  
Place: Washington County Commission Board Room  
1331 South Blvd.  
Chipley, 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 and the Washington County Library 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

Washington County Library  
1444 Jackson Avenue  
Chipley, FL 32428

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.

**Sunny Hills - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$11.70	\$17.54	\$13.98	\$21.92
3/4"	\$17.57	\$26.34	\$20.99	\$32.89
1"	\$29.27	\$43.87	\$34.97	\$54.81
1-1/2"	\$58.54	\$87.74	\$69.94	\$109.62
2"	\$93.67	\$140.40	\$111.91	\$175.39
3"	\$187.34	\$280.80	\$223.82	\$350.79
4"	\$292.72	\$438.75	\$349.73	\$548.10
6"	\$585.42	\$877.48	\$699.43	\$1,096.21
8"	\$936.68	\$1,403.97	\$1,119.09	\$1,753.93
10"	\$1,346.47	\$2,018.20	\$1,608.69	\$2,521.28
Gallage - Residential				
Block 1, 0-5,000	\$4.51	\$6.76	\$5.39	\$3.80
Block 2, 5,000-10,000	\$4.51	\$6.76	\$5.39	\$4.76
Block 3, >10,000	\$4.51	\$6.76	\$5.39	\$4.76
Gallage - Commercial	\$4.51	\$6.76	\$5.39	\$3.80
<b>Water Bill at 5,000 gal.</b>	<b>\$34.25</b>	<b>\$51.34</b>	<b>\$40.92</b>	<b>\$40.92</b>

**Sunny Hills - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All meter sizes	\$19.74	\$40.28	\$28.64	\$45.26
Gallage cap (gallons)	6,000	6,000	6,000	6,000
Gallage Charge per 1,000 gallons	\$8.31	\$16.96	\$12.05	\$8.73
<b>Commercial</b>				
5/8" X 3/4"	\$19.74	\$40.28	\$28.64	\$45.26
3/4"	\$29.60	\$60.40	\$42.94	\$67.89
1"	\$49.33	\$100.67	\$71.56	\$113.14
1-1/2"	\$98.68	\$201.37	\$143.15	\$226.29
2"	\$157.88	\$322.18	\$229.03	\$362.06
3"	\$315.78	\$644.41	\$458.08	\$724.12
4"	\$493.38	\$1,006.83	\$715.72	\$1,131.44
6"	\$986.79	\$2,013.73	\$1,431.48	\$2,262.89
8"	\$1,578.85	\$3,221.94	\$2,290.35	\$3,620.62
10"	\$2,269.59	\$4,631.52	\$3,292.37	\$5,204.65
Gallage charge	\$10.01	\$20.43	\$14.52	\$10.48
<b>Wastewater bill at 5,000 gallons</b>	<b>\$61.29</b>	<b>\$125.07</b>	<b>\$88.91</b>	<b>\$88.91</b>

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.

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**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: July 8, 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.

If you were unable to attend the service hearing on July 7, 2008 in Sebring, FL, another customer service hearing will be conducted at the following times and places, and will continue until all witnesses have been heard:

Date and Time: August 7, 2008 at 6:00 p.m.  
Place: Greenacres City Hall  
City Commission Chambers  
5800 Melaleuca Lane  
Greenacres, 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 and the Lee County Library 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

Ft. Myers - Lee County Library  
2050 Central Avenue  
Fort Myers, FL 33901

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.

#### South Seas - Wastewater

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
5/8 X 3/4	\$28.61	\$48.38	\$48.38	\$45.26
3/4"	\$71.54	\$120.98	\$120.98	\$45.26
1"	\$143.07	\$241.95	\$241.95	\$45.26
1-1/2"	\$228.89	\$387.08	\$387.08	\$45.26
2"	\$500.77	\$846.87	\$846.87	\$45.26
3"	\$858.45	\$1,451.75	\$1,451.75	\$45.26
4"	\$1,789.03	\$3,025.47	\$3,025.47	\$45.26
Gallage cap (gallons)	10,000	10,000	10,000	6,000
Gallage Charge per 1,000 gal	\$3.94	\$6.66	\$6.66	\$8.73
<b>Wastewater Bill at 5,000 gallons</b>	<b>\$48.31</b>	<b>\$81.68</b>	<b>\$81.68</b>	<b>\$88.91</b>
<b>Commercial</b>				
5/8" X 3/4"	\$28.61	\$48.38	\$48.38	\$45.26
3/4"				\$67.89
1"	\$71.54	\$120.98	\$120.98	\$113.14
1-1/2"	\$143.07	\$241.95	\$241.95	\$226.29
2"	\$228.89	\$387.08	\$387.08	\$362.06
3"	\$500.77	\$846.87	\$846.87	\$724.12
4"	\$858.45	\$1,451.75	\$1,451.75	\$1,131.44
6"	\$1,789.03	\$3,025.47	\$3,025.47	\$2,262.89
8"				\$3,620.62
10"				\$5,204.65
Gallage charge	\$4.71	\$7.97	\$7.97	\$10.48

#### 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.

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Leesburg, Florida 34748

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FLORIDA, INC.

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**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: July 8, 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: August 7, 2008 at 6:00 p.m.  
Place: Greenacres City Hall  
City Commission Chambers  
5800 Melaleuca Lane  
Greenacres, 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 and the Palm Beach County Library 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

Palm Beach County Library  
3650 Summit Boulevard  
West Palm Beach, FL 33406  
Phone: (561) 233-2600

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.

#### **Lake Osborne - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$4.23	\$11.54	\$11.54	\$21.92
3/4"	\$6.33	\$17.27	\$17.27	\$32.89
1"	\$10.58	\$28.86	\$28.86	\$54.81
1-1/2"	\$21.14	\$57.67	\$57.67	\$109.62
2"	\$33.83	\$92.28	\$92.28	\$175.39
3"	\$67.66	\$184.57	\$184.57	\$350.79
4"	\$105.71	\$288.36	\$288.36	\$548.10
6"	\$211.42	\$576.73	\$576.73	\$1,096.21
8"				\$1,753.93
10"				\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$2.03	\$5.54	\$5.54	\$3.80
Block 2, 5,000-10,000	\$2.03	\$5.54	\$5.54	\$4.76
Block 3, >10,000	\$2.03	\$5.54	\$5.54	\$4.76
Gallorage - Commercial	\$2.03	\$5.54	\$5.54	\$3.80
Water Bill at 5,000 gal.	\$14.38	\$39.23	\$39.23	<b>\$40.92</b>

#### **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.



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**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: July 24, 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: August 22, 2008 at 4:00 p.m.  
Place: 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 Pasco 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

Pasco County Library – Regency Park Branch  
9701 Little Road  
New Port Richey, FL 34654  
727.861.3049

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**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
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
Gallorage - 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
Gallorage - 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**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
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
<b>Commercial</b>				
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
<b>Wastewater bill at 5,000 gallons</b>	<b>\$36.24</b>	<b>\$113.95</b>	<b>\$88.91</b>	<b>\$88.91</b>

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.

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**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: July 24, 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: August 22, 2008 at 4:00 p.m.  
Place: 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 Pasco 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

Pasco County Library – Regency Park Branch  
9701 Little Road  
New Port Richey, FL 34654  
727.861.3049

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**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
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
Gallorage - 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
Gallorage - 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**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
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
<b>Commercial</b>				
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
<b>Wastewater bill at 5,000 gallons</b>	<b>\$36.24</b>	<b>\$113.95</b>	<b>\$88.91</b>	<b>\$88.91</b>

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.

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**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: July 24, 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: August 22, 2008 at 4:00 p.m.  
Place: 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 and the Pasco County Library 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

Pasco County Library – Regency Park Branch  
9701 Little Road  
New Port Richey, FL 34654  
(727) 861-3049

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.

**Jasmine Lakes - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$9.30	\$8.80	\$9.30	\$21.92
3/4"				\$32.89
1"	\$23.29	\$22.04	\$23.29	\$54.81
1-1/2"	\$46.54	\$44.04	\$46.54	\$109.62
2"	\$74.47	\$70.47	\$74.47	\$175.39
3"	\$148.93	\$140.93	\$148.93	\$350.79
4"	\$232.74	\$220.24	\$232.74	\$548.10
6"	\$465.46	\$440.46	\$465.46	\$1,096.21
8"	\$744.73	\$704.73	\$744.73	\$1,753.93
10"				\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$3.18	\$3.01	\$3.18	\$3.80
Block 2, 5,000-10,000	\$3.18	\$3.01	\$3.18	\$4.76
Block 3, >10,000	\$3.18	\$3.01	\$3.18	\$4.76
Gallorage - Commercial	\$3.18	\$3.01	\$3.18	\$3.80
Water Bill at 5,000 gal.	\$25.20	\$23.85	\$25.20	\$40.92



**Jasmine Lakes - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All meter sizes	\$10.91	\$24.39	\$24.39	\$45.26
Gallage cap (gallons)	6,000	6,000	6,000	6,000
Gallage Charge per 1,000 gallons	\$2.74	\$6.13	\$6.13	\$8.73
<b>Commercial</b>				
5/8" X 3/4"	\$10.91	\$24.39	\$24.39	\$45.26
3/4"				\$67.89
1"	\$27.22	\$60.85	\$60.85	\$113.14
1-1/2"	\$54.46	\$121.75	\$121.75	\$226.29
2"	\$87.15	\$194.83	\$194.83	\$362.06
3"	\$174.27	\$389.59	\$389.59	\$724.12
4"	\$272.29	\$608.72	\$608.72	\$1,131.44
6"	\$544.63	\$1,217.55	\$1,217.55	\$2,262.89
8"	\$871.37	\$1,947.99	\$1,947.99	\$3,620.62
10"				\$5,204.65
Gallage charge	\$3.31	\$7.40	\$7.40	\$10.48
<b>Wastewater bill at 5,000 gallons</b>	<b>\$24.61</b>	<b>\$55.04</b>	<b>\$55.04</b>	<b>\$88.91</b>

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**

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**JURISDICTION**

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**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: July 24, 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: August 22, 2008 at 4:00 p.m.  
Place: 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.

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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.

**Palm Terrace - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$10.63	\$15.93	\$15.93	\$21.92
3/4"	\$15.94	\$23.89	\$23.89	\$32.89
1"	\$26.60	\$39.87	\$39.87	\$54.81
1-1/2"	\$53.17	\$79.70	\$79.70	\$109.62
2"	\$85.08	\$127.53	\$127.53	\$175.39
3"	\$170.15	\$255.04	\$255.04	\$350.79
4"	\$265.87	\$398.51	\$398.51	\$548.10
6"	\$531.75	\$797.03	\$797.03	\$1,096.21
8"	\$850.79	\$1,275.24	\$1,275.24	\$1,753.93
10"	\$1,223.02	\$1,833.17	\$1,833.17	\$2,521.28
Gallage - Residential				
Block 1, 0-5,000	\$2.95	\$4.42	\$4.42	\$3.80
Block 2, 5,000-10,000	\$2.95	\$4.42	\$4.42	\$4.76
Block 3, >10,000	\$2.95	\$4.42	\$4.42	\$4.76
Gallage - Commercial	\$2.95	\$4.42	\$4.42	\$3.80
Water Bill at 5,000 gal.	\$25.38	\$38.04	\$38.04	\$40.92

**Palm Terrace - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All meter sizes	\$19.05	\$38.88	\$38.88	\$45.26
Gallage cap (gallons)	6,000	6,000	6,000	6,000
Gallage Charge per 1,000 gallons	\$4.18	\$8.53	\$8.53	\$8.73
<b>Commercial</b>				
5/8" X 3/4"	\$19.05	\$38.88	\$38.88	\$45.26
3/4"	\$28.58	\$58.32	\$58.32	\$67.89
1"	\$47.62	\$97.18	\$97.18	\$113.14
1-1/2"	\$95.24	\$194.35	\$194.35	\$226.29
2"	\$152.38	\$310.96	\$310.96	\$362.06
3"	\$304.74	\$621.88	\$621.88	\$724.12
4"	\$476.17	\$971.71	\$971.71	\$1,131.44
6"	\$952.33	\$1,943.41	\$1,943.41	\$2,262.89
8"	\$1,523.73	\$3,109.45	\$3,109.45	\$3,620.62
10"	\$2,190.34	\$4,469.79	\$4,469.79	\$5,204.65
Gallage charge	\$4.99	\$10.18	\$10.18	\$10.48
<b>Wastewater bill at 5,000 gallons</b>	<b>\$39.95</b>	<b>\$81.53</b>	<b>\$81.53</b>	<b>\$88.91</b>

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.

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1100 Thomas Avenue  
Leesburg, Florida 34748

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**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: July 24, 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: August 22, 2008 at 4:00 p.m.  
Place: 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 and the Pasco County Library 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

Pasco County Library – Regency Park Branch  
9701 Little Road  
New Port Richey, FL 34654  
(727) 861-3049

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.

#### **Zephyr Shores - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$6.30	\$9.44	\$8.20	\$21.92
3/4"	\$9.47	\$14.19	\$12.32	\$32.89
1"	\$15.76	\$23.62	\$20.51	\$54.81
1-1/2"	\$31.51	\$47.23	\$41.00	\$109.62
2"	\$50.43	\$75.59	\$65.62	\$175.39
3"	\$100.84	\$151.15	\$131.20	\$350.79
4"	\$157.58	\$236.19	\$205.03	\$548.10
6"	\$315.14	\$472.36	\$410.03	\$1,096.21
8"	\$504.23	\$755.78	\$656.06	\$1,753.93
10"	\$724.83	\$1,086.44	\$943.09	\$2,521.28
Gallage - Residential				
Block 1, 0-5,000	\$5.03	\$7.54	\$6.54	\$3.80
Block 2, 5,000-10,000	\$5.03	\$7.54	\$6.54	\$4.76
Block 3, >10,000	\$5.03	\$7.54	\$6.54	\$4.76
Gallage - Commercial	\$5.03	\$7.54	\$6.54	\$3.80
Water Bill at 5,000 gal.	\$31.45	\$47.14	\$40.90	\$40.92



**Zephyr Shores - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All meter sizes	\$11.39	\$23.24	\$17.14	\$45.26
Gallage cap (gallons)	6,000	6,000	6,000	6,000
Gallage Charge per 1,000 gallons	\$9.54	\$19.47	\$14.35	\$8.73
<b>Commercial</b>				
5/8" X 3/4"	\$11.39	\$23.24	\$17.14	\$45.26
3/4"	\$17.08	\$34.85	\$25.70	\$67.89
1"	\$28.48	\$58.12	\$42.85	\$113.14
1-1/2"	\$56.93	\$116.18	\$85.66	\$226.29
2"	\$91.11	\$185.93	\$137.09	\$362.06
3"	\$182.22	\$371.85	\$274.18	\$724.12
4"	\$284.72	\$581.02	\$428.41	\$1,131.44
6"	\$569.41	\$1,161.99	\$856.76	\$2,262.89
8"	\$911.08	\$1,859.23	\$1,370.86	\$3,620.62
10"	\$1,309.66	\$2,672.60	\$1,970.59	\$5,204.65
Gallage charge	\$11.46	\$23.39	\$17.24	\$10.48
 Wastewater bill at 5,000 gallons	 \$59.09	 \$120.59	 \$88.89	 \$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.

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**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: August 29, 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: September 26, 2008 at 4:00 p.m. (RESCHEDULED FROM AUGUST 2008)  
Place: 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 and the Pasco County Library as follows:

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Business Hours: 8:00 a.m. - 5:00 p.m. Monday-Friday  
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9701 Little Road  
New Port Richey, FL 34654  
(727) 861-3049

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.

**Palm Terrace - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$10.63	\$15.93	\$15.93	\$21.92
3/4"	\$15.94	\$23.89	\$23.89	\$32.89
1"	\$26.60	\$39.87	\$39.87	\$54.81
1-1/2"	\$53.17	\$79.70	\$79.70	\$109.62
2"	\$85.08	\$127.53	\$127.53	\$175.39
3"	\$170.15	\$255.04	\$255.04	\$350.79
4"	\$265.87	\$398.51	\$398.51	\$548.10
6"	\$531.75	\$797.03	\$797.03	\$1,096.21
8"	\$850.79	\$1,275.24	\$1,275.24	\$1,753.93
10"	\$1,223.02	\$1,833.17	\$1,833.17	\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$2.95	\$4.42	\$4.42	\$3.80
Block 2, 5,000-10,000	\$2.95	\$4.42	\$4.42	\$4.76
Block 3, >10,000	\$2.95	\$4.42	\$4.42	\$4.76
Gallorage - Commercial	\$2.95	\$4.42	\$4.42	\$3.80
Water Bill at 5,000 gal.	\$25.38	\$38.04	\$38.04	<b>\$40.92</b>

**Palm Terrace - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All meter sizes	\$19.05	\$38.88	\$38.88	\$45.26
Gallage cap (gallons)	6,000	6,000	6,000	6,000
Gallage Charge per 1,000 gallons	\$4.18	\$8.53	\$8.53	\$8.73
<b>Commercial</b>				
5/8" X 3/4"	\$19.05	\$38.88	\$38.88	\$45.26
3/4"	\$28.58	\$58.32	\$58.32	\$67.89
1"	\$47.62	\$97.18	\$97.18	\$113.14
1-1/2"	\$95.24	\$194.35	\$194.35	\$226.29
2"	\$152.38	\$310.96	\$310.96	\$362.06
3"	\$304.74	\$621.88	\$621.88	\$724.12
4"	\$476.17	\$971.71	\$971.71	\$1,131.44
6"	\$952.33	\$1,943.41	\$1,943.41	\$2,262.89
8"	\$1,523.73	\$3,109.45	\$3,109.45	\$3,620.62
10"	\$2,190.34	\$4,469.79	\$4,469.79	\$5,204.65
Gallage charge	\$4.99	\$10.18	\$10.18	\$10.48
 Wastewater bill at 5,000 gallons	 \$39.95	 \$81.53	 \$81.53	 \$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**

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**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: August 29, 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:

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County Commission Board Room  
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**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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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.

**Zephyr Shores - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$6.30	\$9.44	\$8.20	\$21.92
3/4"	\$9.47	\$14.19	\$12.32	\$32.89
1"	\$15.76	\$23.62	\$20.51	\$54.81
1-1/2"	\$31.51	\$47.23	\$41.00	\$109.62
2"	\$50.43	\$75.59	\$65.62	\$175.39
3"	\$100.84	\$151.15	\$131.20	\$350.79
4"	\$157.58	\$236.19	\$205.03	\$548.10
6"	\$315.14	\$472.36	\$410.03	\$1,096.21
8"	\$504.23	\$755.78	\$656.06	\$1,753.93
10"	\$724.83	\$1,086.44	\$943.09	\$2,521.28
Gallorage - Residential				
Block 1, 0-5,000	\$5.03	\$7.54	\$6.54	\$3.80
Block 2, 5,000-10,000	\$5.03	\$7.54	\$6.54	\$4.76
Block 3, >10,000	\$5.03	\$7.54	\$6.54	\$4.76
Gallorage - Commercial	\$5.03	\$7.54	\$6.54	\$3.80
Water Bill at 5,000 gal.	\$31.45	\$47.14	\$40.90	\$40.92



**Zephyr Shores - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All meter sizes	\$11.39	\$23.24	\$17.14	\$45.26
Gallorage cap (gallons)	6,000	6,000	6,000	6,000
Gallorage Charge per 1,000 gallons	\$9.54	\$19.47	\$14.35	\$8.73
<b>Commercial</b>				
5/8" X 3/4"	\$11.39	\$23.24	\$17.14	\$45.26
3/4"	\$17.08	\$34.85	\$25.70	\$67.89
1"	\$28.48	\$58.12	\$42.85	\$113.14
1-1/2"	\$56.93	\$116.18	\$85.66	\$226.29
2"	\$91.11	\$185.93	\$137.09	\$362.06
3"	\$182.22	\$371.85	\$274.18	\$724.12
4"	\$284.72	\$581.02	\$428.41	\$1,131.44
6"	\$569.41	\$1,161.99	\$856.76	\$2,262.89
8"	\$911.08	\$1,859.23	\$1,370.86	\$3,620.62
10"	\$1,309.66	\$2,672.60	\$1,970.59	\$5,204.65
Gallorage charge	\$11.46	\$23.39	\$17.24	\$10.48
<b>Wastewater bill at 5,000 gallons</b>	<b>\$59.09</b>	<b>\$120.59</b>	<b>\$88.89</b>	<b>\$88.91</b>

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.

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**Docket No. 080121-WS**

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Washington counties, Florida by Aqua Utilities Florida, Inc. (Utility)**

Date Issued: August 29, 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: September 26, 2008 at 4:00 p.m. (RESCHEDULED FROM AUGUST 2008)  
Place: 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 and the Pasco County Library 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

Pasco County Library – Regency Park Branch  
9701 Little Road  
New Port Richey, FL 34654  
(727) 861-3049

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.

**Jasmine Lakes - Water**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
5/8" X 3/4"	\$9.30	\$8.80	\$9.30	\$21.92
3/4"				\$32.89
1"	\$23.29	\$22.04	\$23.29	\$54.81
1-1/2"	\$46.54	\$44.04	\$46.54	\$109.62
2"	\$74.47	\$70.47	\$74.47	\$175.39
3"	\$148.93	\$140.93	\$148.93	\$350.79
4"	\$232.74	\$220.24	\$232.74	\$548.10
6"	\$465.46	\$440.46	\$465.46	\$1,096.21
8"	\$744.73	\$704.73	\$744.73	\$1,753.93
10"				\$2,521.28
Gallonge - Residential				
Block 1, 0-5,000	\$3.18	\$3.01	\$3.18	\$3.80
Block 2, 5,000-10,000	\$3.18	\$3.01	\$3.18	\$4.76
Block 3, >10,000	\$3.18	\$3.01	\$3.18	\$4.76
Gallonge - Commercial	\$3.18	\$3.01	\$3.18	\$3.80
Water Bill at 5,000 gal.	\$25.20	\$23.85	\$25.20	\$40.92

**Jasmine Lakes - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All meter sizes	\$10.91	\$24.39	\$24.39	\$45.26
Gallage cap (gallons)	6,000	6,000	6,000	6,000
Gallage Charge per 1,000 gallons	\$2.74	\$6.13	\$6.13	\$8.73
<b>Commercial</b>				
5/8" X 3/4"	\$10.91	\$24.39	\$24.39	\$45.26
3/4"				\$67.89
1"	\$27.22	\$60.85	\$60.85	\$113.14
1-1/2"	\$54.46	\$121.75	\$121.75	\$226.29
2"	\$87.15	\$194.83	\$194.83	\$362.06
3"	\$174.27	\$389.59	\$389.59	\$724.12
4"	\$272.29	\$608.72	\$608.72	\$1,131.44
6"	\$544.63	\$1,217.55	\$1,217.55	\$2,262.89
8"	\$871.37	\$1,947.99	\$1,947.99	\$3,620.62
10"				\$5,204.65
Gallage charge	\$3.31	\$7.40	\$7.40	\$10.48
<b>Wastewater bill at 5,000 gallons</b>	<b>\$24.61</b>	<b>\$55.04</b>	<b>\$55.04</b>	<b>\$88.91</b>

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

PRE-SORTED  
FIRST CLASS  
U.S. POSTAGE  
**PAID**  
AQUA UTILITIES  
FLORIDA, INC.

19399

**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: August 29, 2008

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County Commission Board Room  
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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.

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Business Hours: 8:00 a.m. - 5:00 p.m. Monday-Friday  
Phone: 352.435.4027

Pasco County Library – Regency Park Branch  
9701 Little Road  
New Port Richey, FL 34654  
727.861.3049

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**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
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**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
All meter sizes	\$15.74	\$49.49	\$38.62	\$45.26
Gallonge cap (gallons)	6,000	6,000	6,000	6,000
Gallonge Charge per 1,000 gallons	\$4.10	\$12.89	\$10.06	\$8.73
<b>Commercial</b>				
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
Gallonge 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.

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# AQUA.

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

PRE-SORTED  
FIRST CLASS  
U.S. POSTAGE  
**PAID**  
AQUA UTILITIES  
FLORIDA, INC.

19399

## COMPOSITE EXHIBIT B

United States Postal Service  
**Postage Statement — First-Class Mail  
 and Priority Mail**

*CM*

Post Office, NOA, Mail, Agent, Date, & Time

Use this form for either First-Class Mail or Priority Mail. They may not be combined.

Mailing	Permit Holder's Name and Address and Email Address, If Any <b>AQUA UTILITIES FL 1100 THOMAS AVE LEESBURG, FL 34748</b>		Telephone	Name and Address of Mailing Agent (If other than permit holder) <b>Innovative 749 Pike Springs Rd. Phoenixville, PA 19460</b>		Telephone	Name and Address of Individual or Organization for Which Mailing Is Prepared (If other than permit holder) <b>AQUA FLORIDA-BATCH 1221 IPG PO # 56033-Arredondo, st john, beecher, hermit, holiday, interlachen, jungle, ocala, palm, pomona, river, saratoga, silver, tomoka, wooten</b>	
	CAPS Cust. Ref. No.		Customer No.		Customer No.		Customer No.	
Mailing	Post Office of Mailing <b>SOUTHEASTERN PA</b>		Processing Category <input checked="" type="checkbox"/> Letters <input type="checkbox"/> Flats <input type="checkbox"/> Automation Flats <input type="checkbox"/> Parcels		Mailing Date <b>06/12/2008</b>		Federal Agency Cost Code	
	Type of Postage <input checked="" type="checkbox"/> Permit Imprint <input type="checkbox"/> Precanceled Stamps <input type="checkbox"/> Metered		For Mail Enclosed Within Another Class <input type="checkbox"/> Standard Mail <input type="checkbox"/> Bound Printed Matter <input type="checkbox"/> Library Mail <input type="checkbox"/> Media Mail <input type="checkbox"/> Parcel Post		Weight of a Single Piece <b>0.0313 pounds</b>		Total Pieces <b>4/21</b>	
	Permit # <b>1221</b>		Move Update method: <input type="checkbox"/> NCOA Link <input type="checkbox"/> ACS <input type="checkbox"/> Alternative method <input type="checkbox"/> Multiple		Total Weight <b>128.99</b>		No. & type of Containers <b>3 - 1"MM Trays 4 - 2"MM Trays</b>	
	For Automation Price Pieces, Enter Date of Address Matching and Coding <b>06/10/2008</b>		<input type="checkbox"/> Periodicals		Total Weight <b>128.99</b>			

Postage	Parts Completed (Select all that apply) <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> S (Part C only) <input type="checkbox"/> Retail <input type="checkbox"/> Commercial		Total Postage (Add parts totals)		<b>1580.40</b>
	Price at Which Postage Affixed (Check one) <input type="checkbox"/> Correct <input type="checkbox"/> Lowest <input type="checkbox"/> Neither		0 pcs. x \$ = Postage Affixed		\$0.0000
	Net Postage Due (Subtract postage affixed from total postage)				<b>1580.40</b>
	For USPS Use Only: Additional Postage Payment (See section)		Total Adjusted Postage Affixed		

Certification	The mailer's signature certifies acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control. The mailer hereby certifies that all information furnished on this form is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and the mailing qualifies for the prices and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation. I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment.		
	Privacy Notice: For information regarding our Privacy Policy visit <a href="http://www.usps.com">www.usps.com</a> .		
	Signature of Mailer or Agent	Printed Name of Mailer or Agent Signing Form	Telephone <b>610-489-4800</b>

USPS Use Only	Weight of Single Piece <b>0.0313</b>		Are postage issues at all listed on carriers' notices? If yes, reason	
	Total Pieces <b>4/21</b>		Total Adjusted Postage Affixed	
	Total Postage <b>1580.40</b>		Total Adjusted Postage Permit Imprint	
	Present vertical bar (check one) <input type="checkbox"/> Yes <input type="checkbox"/> No		Date Mailed <b>06/12/2008</b>	
	Verifying Employee's Signature <i>[Signature]</i>		Verifying Employee's Name <b>A. OSHMAN</b>	

# First-Class Mail

## ☒ Part A

Automation Rates

Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
A5	5-Digit	0.3240 X	1,492 = \$	483.4080		0.1250 X	= \$		483.4080
A8	Mixed AADC	0.3690 X	141 = \$	52.0290		0.1250 X	= \$		52.0290

### Part A Total

\$ 535.4370

## ☒ Part B

Nonautomation Rates

Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
B4	Single-Piece	0.4200 X	2488 = \$	1044.96		0.1700 X	= \$		1044.96

### Part B Total

\$ 1044.96

United States Postal Service

# Postage Statement — First-Class Mail and Priority Mail

Post Office Name Mail Arrival Date &amp; Time

COPY

Use this form for either First-Class Mail or Priority Mail. They may not be combined.

Mailer	Permit Holder's Name and Address and Email Address, If Any <b>AQUA UTILITIES FL 1100 THOMAS AVE LEESBURG, FL 34748</b>		Telephone		Name and Address of Mailing Agent (If other than permit holder) <b>Innovative 149 Pike Springs Rd. Phoenixville, PA 19460</b>		Telephone		Name and Address of Individual or Organization for Which Mailing Is Prepared (If other than permit holder) <b>AQUA FLORIDA-BATCH 1221-#2 IPG PO # 56033- LK JOSEPHINE, LK SUZY, LEISURE LKS, SEBRING LKS, SOUTH SEAS</b>					
	CAPS Cust. Ref. No. _____		Customer No. _____		Customer No. _____		Customer No. _____		Customer No. _____					
Mailing	Post Office of Mailing <b>SOUTHEASTERN PA</b>		Processing Category <input checked="" type="checkbox"/> Letters <input type="checkbox"/> Flats <input type="checkbox"/> Automation Flats <input type="checkbox"/> Parcels		Mailing Date <b>06/18/2008</b>		Federal Agency Cost Code		Statement Seq. No.		No. & type of Containers <b>2 - 1' MM Trays 1 - 2' MM Trays</b>			
	Type of Postage <input checked="" type="checkbox"/> Permit Imprint <input type="checkbox"/> Precanceled Stamps <input type="checkbox"/> Metered		For Mail Enclosed Within Another Class <input type="checkbox"/> Standard Mail <input type="checkbox"/> Bound Printed Matter <input type="checkbox"/> Library Mail <input type="checkbox"/> Media Mail <input type="checkbox"/> Parcel Post		Weight of a Single Piece <b>0.0250 pounds</b>		Total Pieces <b>1303</b>		Total Weight <b>32.575</b>					
	Permit # <b>1221</b>		Move Update method: <input type="checkbox"/> NCOA Link <input type="checkbox"/> ACS <input type="checkbox"/> Alternative method <input type="checkbox"/> Multiple											
	For Automation Price Pieces, Enter Date of Address Matching and Coding <b>06/12/2008</b>													
Postage	Parts Completed (Select all that apply) <input type="checkbox"/> A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> S (Part C only) <input type="checkbox"/> Retail <input type="checkbox"/> Commercial													
	Total Postage (Add parts totals)										<b>533.95</b>			
	Price at Which Postage Affixed (Check one) <input type="checkbox"/> Correct <input type="checkbox"/> Lowest <input type="checkbox"/> Neither										0 pcs. x \$ _____ = Postage Affixed		\$0.0000	
	Net Postage Due (Subtract postage affixed from total postage)										<b>533.95</b>			
Certification	For USPS Use Only: Additional Postage Payment (State Reason)													
	For postage affixed and additional payment to net postage due for permit imprint side, additional payment to total postage													
	Total Adjusted Postage Affixed													
USPS Use Only	Permit Imprint Only - Check One <input type="checkbox"/> A/C 121 (Post Office Use) <input type="checkbox"/> A/C 237 (Priority Mail)													
	Total Adjusted Postage Permit Imprint													
	The mailer's signature certifies acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control. The mailer hereby certifies that all information furnished on this form is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and the mailing qualifies for the prices and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation. I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment.													
USPS Use Only	Signature of Mailer or Agent													
	Printed Name of Mailer or Agent Signing Form													
	Telephone <b>610-489-4800</b>													
USPS Use Only	Weight of a Single Piece _____ pounds													
	Total Pieces _____ Total Weight _____													
	Total Postage _____													
USPS Use Only	Present for mailer, Permitted (Check One) <input type="checkbox"/> Yes <input type="checkbox"/> No													
	I certify that this mailing has been prepared according to liability for postage prices claimed, proper preparation (and reason where required), proper completion of postage statement and payment of postage (if required).													
	Date Mailed _____ Contd. _____ By (Initials) _____													
USPS Use Only	Verifying Employee's Signature _____													
	Verifying Employee's Name _____ Title _____													
	Time _____ AM/PM													

# First-Class Mail

## ☒ Part B

Nonautomation Rates

Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
B3	Presorted	0.3940 X	512 = \$	201.7280		0.1250 X	= \$		201.7280

34 single pc .42 x 791 =

332.22

Part B Total

\$ 533.95



United States Postal Service

# Postage Statement — First-Class Mail and Priority Mail

*Copy*



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Mailer	Permit Holder's Name and Address and Email Address, If Any <b>AQUA UTILITIES FL 1100 THOMAS AVE LEESBURG, FL 34748</b>		Telephone	Name and Address of Mailing Agent (If other than permit holder) <b>Innovative 749 Pike Springs Road Phoenixville, PA 19460</b>		Telephone	Name and Address of Individual or Organization for Which Mailing Is Prepared (If other than permit holder) <b>AQUA FLORIDA-BATCH 1221 IPG PO # 56033-Lake Gibson, Gibsonia, Orange Hill, Rosalie, Village water</b>	
	CAPS Cust. Ref. No. _____			Customer No. _____			Customer No. _____	
Mailing	Post Office of Mailing <b>SOUTHEASTERN PA</b>		Processing Category <input checked="" type="checkbox"/> Letters <input type="checkbox"/> Flats <input type="checkbox"/> Automation Flats <input type="checkbox"/> Parcels		Mailing Date <b>06/19/2008</b>	Federal Agency Cost Code		Statement Seq. No.
	Type of Postage <input checked="" type="checkbox"/> Permit Imprint <input type="checkbox"/> Precanceled Stamps <input type="checkbox"/> Metered	For Mail Enclosed Within Another Class <input type="checkbox"/> Standard Mail <input type="checkbox"/> Bound Printed Matter <input type="checkbox"/> Library Mail <input type="checkbox"/> Media Mail <input type="checkbox"/> Parcel Post		Weight of a Single Piece <b>0.0313 pounds</b>		Total Pieces <b>1800</b>		No. & type of Containers <b>2 - 1"MM Trays 2 - 2"MM Trays</b>
	Permit # <b>1221</b>			Total Weight <b>56.34</b>				
	For Automation Price Pieces, Enter Date of Address Matching and Coding <b>06/16/2008</b>		Move Update method: <input type="checkbox"/> NCOA Link <input type="checkbox"/> ACS <input type="checkbox"/> Alternative method <input checked="" type="checkbox"/> Multiple		<input type="checkbox"/> Ancillary service endorsement <input type="checkbox"/> FASTforward			

Postage	Parts Completed (Select all that apply) <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> S (Part C only) <input type="checkbox"/> Retail <input type="checkbox"/> Commercial		<b>Total Postage (Add parts totals)</b>		<b>676.16</b>
	Price at Which Postage Affixed (Check one) <input type="checkbox"/> Correct <input type="checkbox"/> Lowest <input type="checkbox"/> Neither		<b>0 pcs. x \$ _____ = Postage Affixed</b>		<b>\$0.0000</b>
	<b>Net Postage Due (Subtract postage affixed from total postage)</b>				<b>676.16</b>
	For USPS Use Only: Additional Postage Payment State Person				

Certification	The mailer's signature certifies acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control. The mailer hereby certifies that all information furnished on this form is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and the mailing qualifies for the prices and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation. I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment.	
	Signature of Mailer or Agent <i>[Signature]</i>	Printed Name of Mailer or Agent Signing Form <b>JOSEMAN</b>

USPS Use Only	Weight of a Single Piece <b>0.0313 pounds</b>	Are postage figures adjusted from values affixed by sender? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	Total Pieces <b>1800</b>	Total Weight <b>56.34</b>
	Total Postage <b>676.16</b>	Round Stamp (Required)
	Permit Imprint Paid (Check One) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	



# First-Class Mail

## ☒ Part A Automation Rates Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
A5	5-Digit	0.3240 X	811 = \$	262.7640		0.1250 X	= \$		262.7640
A8	Mixed AADC	0.3690 X	39 = \$	14.3910		0.1250 X	= \$		14.3910

### Part A Total

\$ 277.1550

## ☒ Part B Nonautomation Rates Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
B4	Single-Piece	0.4200 X	950 = \$	399		0.1700 X	= \$		399.00

### Part B Total

\$ 399.00

# Postage Statement — First-Class Mail and Priority Mail

Post Office Note Mail Arrival Date &amp; Time

Use this form for either First-Class Mail or Priority Mail. They may not be combined.

Mailing	Permit Holder's Name and Address and Email Address, If Any <b>AQUA UTILITIES FL 1100 THOMAS AVE LEESBURG, FL 34748</b>		Telephone	Name and Address of Mailing Agent (If other than permit holder) <b>Innovative 749 Pike Springs Rd. Phoenixville, PA 19400</b>		Telephone	Name and Address of Individual or Organization for Which Mailing Is Prepared (If other than permit holder) <b>AQUA FLORIDA-BATCH 1221 IPG PO # 56033- Zephyr Shores</b>	
	CAPS Cust. Ref. No. _____		Customer No. _____		Customer No. _____		Customer No. _____	
Mailing	Post Office of Mailing <b>SOUTHEASTERN PA</b>		Processing Category <input checked="" type="checkbox"/> Letters <input type="checkbox"/> Flats <input type="checkbox"/> Automation Flats <input type="checkbox"/> Parcels		Mailing Date <b>06/19/2008</b>		Federal Agency Cost Code	
	Type of Postage <input checked="" type="checkbox"/> Permit Imprint <input type="checkbox"/> Precanceled Stamps <input type="checkbox"/> Metered		For Mail Enclosed Within Another Class <input type="checkbox"/> Standard Mail <input type="checkbox"/> Bound Printed Matter <input type="checkbox"/> Library Mail <input type="checkbox"/> Media Mail <input type="checkbox"/> Parcel Post		Weight of a Single Piece <b>0.0313 pounds</b>		Statement Seq. No.	
	Permit # <b>1221</b>		Move Update method: <input type="checkbox"/> Ancillary service endorsement <input type="checkbox"/> FASTforward <input type="checkbox"/> NCOA Link <input type="checkbox"/> ACS <input type="checkbox"/> Alternative method <input type="checkbox"/> Multiple		Total Pieces <b>739</b>		No. & type of Containers <b>3 - 1' MM Trays 1 - 2' MM Trays</b>	
	For Automation Price Pieces, Enter Date of Address Matching and Coding <b>06/19/2008</b>				Total Weight <b>23.1307</b>			

Postage	Parts Completed (Select all that apply) <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> S (Part C only) <input type="checkbox"/> Retail <input type="checkbox"/> Commercial			
	<b>Total Postage (Add parts totals)</b>		<b>\$250.3900</b>	
	Price at Which Postage Affixed (Check one) <input type="checkbox"/> Correct <input type="checkbox"/> Lowest <input type="checkbox"/> Neither		_____ 0 pcs. x \$ _____ \$0 = Postage Affixed	
	<b>Net Postage Due (Subtract postage affixed from total postage)</b>		<b>\$250.39</b>	
	For USPS Use Only: Additional Postage Payment (State reason)			
Postage	For postage affixed and additional payment to net postage due, for permit to increase additional payment to net postage due		<b>Total Adjusted Postage Affixed</b>	
	Permit Imprint Only: Check one <input type="checkbox"/> AIC 121 (Permit Class 121) <input type="checkbox"/> AIC 237 (Permit Class 237)		<b>Total Adjusted Postage Permit Imprint</b>	

Certification	The mailer's signature certifies acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control. The mailer hereby certifies that all information furnished on this form is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and the mailing qualifies for the prices and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation. I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment.		
	Privacy Notice: For information regarding our Privacy Policy visit <a href="http://www.usps.com">www.usps.com</a> .		
	Signature of Mailer or Agent		Printed Name of Mailer or Agent Signing Form

USPS Use Only	Weight of Single Piece _____ pounds		Are postage figures adjusted from mailer's entry? (If yes, reason)	
	Total Pieces _____			
	Total Weight _____			
	Total Postage _____			
	Presort Verification (Permit Only) (Check one) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
	I HEREBY certify that this mailing has been inspected (regarding eligibility of postage prices claimed, proper preparation and presort where required) and proper completion of postage statement and payment of postage (if required).			
Verifying Employee's Signature		Verifying Employee's Name		
Date Mailed: Month _____ Day _____		By (Initials)		
Time		Time		

# First-Class Mail

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## Part A

Automation Rates  
Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
A5	5-Digit	0.3240 X	526 = \$	170.4240		0.1250 X	= \$		170.4240
A8	Mixed AADC	0.3690 X	186 = \$	68.6340		0.1250 X	= \$		68.6340

**Part A Total**

**\$ 239.0580**

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## Part B

Nonautomation Rates  
Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
B4	Single-Piece	0.4200 X	27 = \$	11.3400		0.1700 X	= \$		11.3400

**Part B Total**

**\$ 11.3400**

# First-Class Mail

## ☒ Part B

Nonautomation Rates

Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
B3	Presorted	0.3940 X	502 = \$	197.7880		0.1250 X	= \$		197.7880

B4 5-1/2 pc .42 x 3539 = 1494.78

Part B Total

\$ 1692.57

United States Postal Service

# Postage Statement — First-Class Mail and Priority Mail

Post Office Note Mail Arrival Date &amp; Time

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Use this form for either First-Class Mail or Priority Mail. They may not be combined.

Mailer	Permit Holder's Name and Address and Email Address, If Any <b>AQUA UTILITIES FL 1100 THOMAS AVE LEESBURG, FL 34748</b>		Telephone <b>610-489-4800</b>	Name and Address of Mailing Agent (If other than permit holder) <b>Innovative Print 749 Pike Springs Rd. Phoenixville, PA 19460</b>	Telephone	Name and Address of Individual or Organization for Which Mailing Is Prepared (If other than permit holder) <b>AQUA FLORIDA-BATCH 1221 IPG PO # 56033- SILVER LAKE ESTATES</b>
	CAPS Cust. Ref. No. _____		Customer No. _____		Customer No. _____	
Mailing	Post Office of Mailing <b>SOUTHEASTERN PA</b>	Processing Category <input checked="" type="checkbox"/> Letters <input type="checkbox"/> Flats <input type="checkbox"/> Automation Flats <input type="checkbox"/> Parcels		Mailing Date <b>06/23/2008</b>	Federal Agency Cost Code	Statement Seq. No.
	Type of Postage <input checked="" type="checkbox"/> Permit Imprint <input type="checkbox"/> Precanceled Stamps <input type="checkbox"/> Metered			Weight of a Single Piece <b>0.0188 pounds</b>	Total Pieces <b>1859</b>	No. & type of Containers <b>3 - 1'MM Trays 4 - 2'MM Trays</b>
	Permit # <b>1221</b>	For Mail Enclosed Within Another Class <input type="checkbox"/> Standard Mail <input type="checkbox"/> Bound Printed Matter <input type="checkbox"/> Library Mail <input type="checkbox"/> Media Mail <input type="checkbox"/> Parcel Post		Total Weight <b>34.9492</b>		
	For Automation Price Pieces, Enter Date of Address Matching and Coding <b>06/23/2008</b>		Move Update method: <input type="checkbox"/> Ancillary service endorsement <input type="checkbox"/> FASTforward <input type="checkbox"/> NCOA Link <input type="checkbox"/> ACS <input type="checkbox"/> Alternative method <input type="checkbox"/> Multiple			

Postage	Parts Completed (Select all that apply) <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> S (Part C only) <input type="checkbox"/> Retail <input type="checkbox"/> Commercial		
	<b>Total Postage (Add parts totals)</b>		<b>\$619.9200</b>
	Price at Which Postage Affixed (Check one) <input type="checkbox"/> Correct <input type="checkbox"/> Lowest <input type="checkbox"/> Neither	<b>0 pcs. x \$ _____ = Postage Affixed</b>	<b>\$0.0000</b>
	<b>Net Postage Due (Subtract postage affixed from total postage)</b>		<b>\$619.92</b>
For USPS Use Only: Additional postage payment (State reason)			
For postage affixed add additional payment (State reason)			
For postage affixed add additional payment (State reason)			
Permit Imprint Only - Check One <input checked="" type="checkbox"/> AIC 121 (USPS Mail) <input type="checkbox"/> AIC 231 (Priority Mail)			<b>Total Adjusted Postage Affixed</b>
Permit Imprint Only - Check One <input checked="" type="checkbox"/> AIC 121 (USPS Mail) <input type="checkbox"/> AIC 231 (Priority Mail)			<b>Total Adjusted Postage Permit Imprint</b>

Certification	The mailer's signature certifies acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control. The mailer hereby certifies that all information furnished on this form is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and the mailing qualifies for the prices and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation. I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment.		
	Privacy Notice: For information regarding our Privacy Policy visit <a href="http://www.usps.com">www.usps.com</a> .		
	Signature of Mailer or Agent	Printed Name of Mailer or Agent Signing Form	Telephone

USPS Use Only	Weight of Single Piece <b>0.0188</b> pound	Are postage figures adjusted from mailer's address? (If yes, reason)	
	Total Pieces <b>1859</b>		
	Total Postage <b>\$619.92</b>		
	Postage Verification Performed (Check One) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
	CERTIFY: Mailing has been inspected concerning: (1) eligibility for postage prices claimed; (2) proper preparation and postmark (where required); (3) proper completion of postage statement and; (4) payment of annual fee (if required).		
	Verifying Employee's Signature 	Verifying Employee's Name <b>A. OSHMAN</b>	Date Mailed <b>3-20-08</b>

# First-Class Mail

## ☒ Part A Automation Rates Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
A5	5-Digit	0.3240 X	1,592 = \$	515.8080		0.1250 X	= \$		515.8080
A7	AADC	0.3510 X	1 = \$	0.3510		0.1250 X	= \$		0.3510
A8	Mixed AADC	0.3690 X	156 = \$	57.5640		0.1250 X	= \$		57.5640

### Part A Total

**\$ 573.7230**

## ☒ Part B Nonautomation Rates Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
B4	Single-Piece	0.4200 X	110 = \$	46.2000		0.1700 X	= \$		46.2000

### Part B Total

**\$ 46.2000**

United States Postal Service

# Postage Statement — First-Class Mail and Priority Mail

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Use this form for either First-Class Mail or Priority Mail. They may not be combined.

Mailing	Permit Holder's Name and Address and Email Address, If Any <b>AQUA UTILITIES FL 1100 THOMAS AVE LEESBURG, FL 34748</b>		Telephone <b>610-489-4800</b>	Name and Address of Mailing Agent (if other than permit holder) <b>Innovative Print 749 Pike Springs Road Phoenixville, PA 19460</b>		Telephone	Name and Address of Individual or Organization for Which Mailing Is Prepared (if other than permit holder) <b>AQUA FLORIDA-BATCH 1221 IPG PO # 56033-batch 4 excluding silver lake estates</b>	
	CAPS Cust. Ref. No. _____		Customer No. _____		Customer No. _____		Customer No. _____	
Mailing	Post Office of Mailing <b>SOUTHEASTERN PA</b>		Processing Category <input checked="" type="checkbox"/> Letters <input type="checkbox"/> Flats <input type="checkbox"/> Automation Flats <input type="checkbox"/> Parcels		Mailing Date <b>06/23/2008</b>		Federal Agency Cost Code	
	Type of Postage <input checked="" type="checkbox"/> Permit Imprint <input type="checkbox"/> Precanceled Stamps <input type="checkbox"/> Metered		For Mail Enclosed Within Another Class <input type="checkbox"/> Standard Mail <input type="checkbox"/> Bound Printed Matter <input type="checkbox"/> Library Mail <input type="checkbox"/> Media Mail <input type="checkbox"/> Parcel Post		Weight of a Single Piece <b>0.25</b> pounds		Total Pieces <b>4061</b>	
	Permit # <b>1221</b>		Move Update method: <input type="checkbox"/> NCOALink <input type="checkbox"/> ACS <input type="checkbox"/> Alternative method <input type="checkbox"/> Multiple		Total Weight <b>101.53</b>		No. & type of Containers <b>1 - 1"MM Trays 1 - 2"MM Trays</b>	
	For Automation Price Pieces, Enter Date of Address Matching and Coding <b>06/23/2008</b>		<input type="checkbox"/> Periodicals					

Postage	Parts Completed (Select all that apply) <input type="checkbox"/> A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> S (Part C only) <input type="checkbox"/> Retail <input type="checkbox"/> Commercial		Total Postage (Add parts totals)		<b>\$1692.57</b>
	Price at Which Postage Affixed (Check one) <input type="checkbox"/> Correct <input type="checkbox"/> Lowest <input type="checkbox"/> Neither		0 pcs. x \$ _____ \$0 = Postage Affixed		\$0.0000
	Net Postage Due (Subtract postage affixed from total postage)				<b>\$1692.57</b>
	For USPS Use Only: Additional Postage Payment (State reason)		Total Adjusted Postage Affixed		
Certification	The mailer's signature certifies acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control. The mailer hereby certifies that all information furnished on this form is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and the mailing qualifies for the prices and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation. I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment.		Total Adjusted Postage Permit Imprint		

Certification	Signature of Mailer or Agent		Printed Name of Mailer or Agent Signing Form		Telephone
	Privacy Notice: For information regarding our Privacy Policy visit <a href="http://www.usps.com">www.usps.com</a> .				

USPS Use Only	Weight of a Single Piece		No postage required if enclosed from meter (indicate if yes reason)		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	Total Pieces		Total Postage		
	Total Postage		Permit Imprint (Required)		
	Permit Imprint (Required)		Permit Imprint (Required)		
USPS Use Only	Permit Imprint (Required)		Permit Imprint (Required)		
	Permit Imprint (Required)		Permit Imprint (Required)		
	Permit Imprint (Required)		Permit Imprint (Required)		
	Permit Imprint (Required)		Permit Imprint (Required)		



# Postage Statement — First-Class Mail and Priority Mail

Post Office Note: Mail Arrival Date &amp; Time

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Use this form for either First-Class Mail or Priority Mail. They may not be combined.

Mailer	Permit Holder's Name and Address and Email Address, If Any <b>AQUA UTILITIES FL 1100 THOMAS AVE LEESBURG, FL 34748</b>		Telephone	Name and Address of Mailing Agent (If other than permit holder) <b>Innovative Print 749 Pike Springs Road Phoenixville, PA 19460</b>	Telephone <b>610-489-4800</b>	Name and Address of Individual or Organization for Which Mailing Is Prepared (If other than permit holder) <b>AQUA FLORIDA-BATCH 1221 IPG PO # 56033-batch 5 Chuluota, FL Central Comm, Harmony, Kingswood, Oakwood</b>
	CAPS Cust. Ref. No. _____		Customer No. _____		Customer No. _____	
Mailing	Post Office of Mailing <b>SOUTHEASTERN PA</b>	Processing Category <input checked="" type="checkbox"/> Letters <input type="checkbox"/> Flats <input type="checkbox"/> Automation Flats <input type="checkbox"/> Parcels	Mailing Date <b>06/25/2008</b>	Federal Agency Cost Code	Statement Seq. No.	No. & type of Containers <b>3 - 1' MM Trays 3 - 2' MM Trays</b>
	Type of Postage <input checked="" type="checkbox"/> Permit Imprint <input type="checkbox"/> Precanceled Stamps <input type="checkbox"/> Metered	For Mail Enclosed Within Another Class <input type="checkbox"/> Standard Mail <input type="checkbox"/> Bound Printed Matter <input type="checkbox"/> Library Mail <input type="checkbox"/> Media Mail <input type="checkbox"/> Parcel Post	Weight of a Single Piece <b>0.0250 pounds</b>	Total Pieces <b>2182</b>	Total Weight <b>54.55</b>	
	Permit # <b>1221</b>	Move Update method: <input type="checkbox"/> NCOA Link <input type="checkbox"/> ACS <input type="checkbox"/> Alternative method <input checked="" type="checkbox"/> Multiple	For Automation Price Pieces, Enter Date of Address Matching and Coding <b>06/23/2008</b>			

Postage	Parts Completed (Select all that apply) <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> S (Part C only) <input type="checkbox"/> Retail <input type="checkbox"/> Commercial		
	<b>Total Postage (Add parts totals)</b>		<b>763.96</b>
	Price at Which Postage Affixed (Check one) <input type="checkbox"/> Correct <input type="checkbox"/> Lowest <input type="checkbox"/> Neither	<b>0</b> pcs. x \$ _____ = <b>Postage Affixed</b>	<b>\$0.0000</b>
	<b>Net Postage Due (Subtract postage affixed from total postage)</b>		<b>763.96</b>
For USPS Use Only: Additional Postage Payment (State reason)			
For postage affixed add additional payment to net postage due for permit imprint add additional payment to total postage			<b>Total Adjusted Postage Affixed</b>
Permit Imprint Only - Check One <input type="checkbox"/> AIC 121 (For Class Mail) <input type="checkbox"/> AIC 237 (Priority Mail)			<b>Total Adjusted Postage Permit Imprint</b>

Certification	The mailer's signature certifies acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control. The mailer hereby certifies that all information furnished on this form is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and the mailing qualifies for the prices and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation. I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment.		
	Privacy Notice: For information regarding our Privacy Policy visit <a href="http://www.usps.com">www.usps.com</a> .		
	Signature of Mailer or Agent	Printed Name of Mailer or Agent Signing Form	Telephone <b>610-489-4800</b>

USPS Use Only	Weight of a Single Piece <b>0.0250</b> pound	Is postage for this mail adjusted from mailer's address? (Yes, reason)	
	Total Pieces <b>2182</b>		
	Total Weight <b>54.55</b>		
	Total Postage <b>763.96</b>		
	Permit Verification: Return to (Check one) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	I CERTIFY that this mailing has been inspected concerning: (1) eligibility for postage prices claimed; (2) proper preparation and presentation (where required); (3) proper completion of postage statement; and (4) payment of applicable fee (if required).		
Verifying Employee's Signature 	Verifying Employee's Name <b>John</b>	Time <b>AM</b>	By Initials <b>John</b>
			Round Stamp (Required) 



# First-Class Mail



## Part A

Automation Rates  
Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
A5	5-Digit	0.3240 X	1,397 = \$	452.6280		0.1250 X	= \$		452.6280
A8	Mixed AADC	0.3690 X	72 = \$	26.5680		0.1250 X	= \$		26.5680

**Part A Total**

**\$ 479.1960**



## Part B

Nonautomation Rates  
Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
B4	Single-Piece	0.4200 X	678 = \$	284.76		0.1700 X	= \$		284.76

**Part B Total**

**\$ 284.76**

# United States Postal Service

## Postage Statement — First-Class Mail and Priority Mail

Post Office Note Mail Arrival Date & Time

Use this form for either First-Class Mail or Priority Mail. They may not be combined.

Mailing	Permit Holder's Name and Address and Email Address, If Any <b>AQUA UTILITIES FL 1100 THOMAS AVE LEESBURG, FL 34748</b>		Telephone <b>610-489-4800</b>	Name and Address of Individual or Organization for Which Mailing Is Prepared (If other than permit holder) <b>AQUA FLORIDA-BATCH 1221 IPG PO # 56033-BATCH 6 SUNNY HILLS</b>	
	CAPS Cust. Ref. No. _____		Name and Address of Mailing Agent (If other than permit holder) <b>Innovative Print 749 Pike Springs Rd. Phoenixville, PA 19460</b>		Telephone <b>610-489-4800</b>
Mailing	Customer No. _____		Customer No. _____		Customer No. _____
	Post Office of Mailing <b>SOUTHEASTERN PA</b>	Processing Category <input checked="" type="checkbox"/> Letters <input type="checkbox"/> Flats <input type="checkbox"/> Automation Flats <input type="checkbox"/> Parcels	Mailing Date <b>07/08/2008</b>	Federal Agency Cost Code	Statement Seq. No.
	Type of Postage <input checked="" type="checkbox"/> Permit Imprint <input type="checkbox"/> Precanceled Stamps <input type="checkbox"/> Metered	Weight of a Single Piece <b>0.0250 pounds</b>	Total Pieces <b>721</b>		No. & type of Containers <b>3 - 1"MM Trays 1 - 2"MM Trays</b>
	Permit # <b>1221</b>	For Mail Enclosed Within Another Class <input type="checkbox"/> Standard Mail <input type="checkbox"/> Bound Printed Matter <input type="checkbox"/> Library Mail <input type="checkbox"/> Media Mail <input type="checkbox"/> Parcel Post	Total Weight <b>18.0250</b>		
For Automation Price Pieces, Enter Date of Address Matching and Coding <b>07/08/2008</b>			Move Update method: <input type="checkbox"/> Ancillary service endorsement <input type="checkbox"/> FASTforward <input type="checkbox"/> NCOA Link <input type="checkbox"/> ACS <input type="checkbox"/> Alternative method <input type="checkbox"/> Multiple		

Parts Completed (Select all that apply) <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> S (Part C only) <input type="checkbox"/> Retail <input type="checkbox"/> Commercial	<b>Total Postage (Add parts totals)</b>	<b>\$247.0600</b>
Price at Which Postage Affixed (Check one) <input type="checkbox"/> Correct <input type="checkbox"/> Lowest <input type="checkbox"/> Neither	<b>0 pcs. x \$ _____ = Postage Affixed</b>	<b>\$0.0000</b>
<b>Net Postage Due (Subtract postage affixed from total postage)</b>		<b>\$247.06</b>
For USPS Use Only: Additional Postage Payment (State reason)		
For postage affixed, additional payment must be made. This is permit holder's responsibility to state postage.		
<b>Total Adjusted Postage Affixed</b>		
<b>Total Adjusted Postage Permit Imprint</b>		

The mailer's signature certifies acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control. The mailer hereby certifies that all information furnished on this form is accurate, truthful, and complete, that the mail and the supporting documentation comply with all postal standards and the mailing guidelines for the prices and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation. I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment.

Privacy Notice: For information regarding our Privacy Policy visit [www.usps.com](http://www.usps.com).

Signature of Mailer or Agent	Printed Name of Mailer or Agent Signing Form	Telephone <b>610-489-4800</b>
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Weight of Single Piece	Verifying Employee's Signature	Verifying Employee's Name	Time
Weight of Single Piece			
Total Pieces			
Total Weight			
Total Postage			
Presort Verification Performed (Check one) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
I hereby certify that this mailing has been processed according to the guidelines for postage prices claimed (except for postage and fees where required) and that the mailing does not contain any matter prohibited by law or postal regulation.			
Date Mailing Mailed	Contact	By (Initials)	

# First-Class Mail



## Part A

Automation Rates  
Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
A5	5-Digit	0.3240 X	550 = \$	178.2000		0.1250 X	= \$		178.2000
A8	Mixed AADC	0.3690 X	58 = \$	21.4020		0.1250 X	= \$		21.4020

### Part A Total

**\$ 199.6020**



## Part B

Nonautomation Rates  
Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
B4	Single-Piece	0.4200 X	113 = \$	47.4600		0.1700 X	= \$		47.4600

### Part B Total

**\$ 47.4600**

United States Postal Service

# Postage Statement — First-Class Mail — Nonautomation Letters, Cards, or Flats

**Bas COPY**

This form may be used only for a single nonautomation price mailing of identical-weight pieces. Use PS Form 3600-R for all other First-Class Mail mailings. Checklists and other tools for mailers are available on the Postal Explorer website at [pe.usps.com](http://pe.usps.com).

Mailing	Permit Holder's Name and Address and Email Address, if Any <b>BATCH #7</b>	Telephone	Post Office of Mailing <b>SOUTHEASTERN PA</b>	Permit No. <b>1221</b>	Weight of a Single Piece <b>0.0250 pound</b>
	AQUA UTILITIES FL 1100 THOMAS AVE LEESBURG, FL 34748  PO 55620 Customer No. <u>LAKE OSBORN/50TH</u> <u>5545</u>	Mailing	Type of Postage <input checked="" type="checkbox"/> Permit Imprint <input type="checkbox"/> Precanceled Stamps <input type="checkbox"/> Metered	Fed. Agency Code	Number and Type of Containers <b>1 - 1"MM Trays</b> <b>1 - 2"MM Trays</b>
			Mailing Date <b>07/15/2008</b>	Statement Seq. No.	
			Processing Category <input checked="" type="checkbox"/> Letters (including card rate) <input type="checkbox"/> Flats	Total Pieces <b>634</b>	Total Weight <b>15.85</b>

Category	Presort Level	Price	Number of Pieces	Total
Cards Eligible for Card Prices	B1. Presorted	x		
	B2. Single Piece	x		
Letters	B3. Presorted	0.3940 x	508	\$200.1520
	B4. Single Piece	.42 x	126	52.92
Flats	B9. Presorted	x		
	B10. Single Piece	x		

**Total Postage (Add parts totals)** **253.07**

Price at Which Postage Affixed (Check one)  
☒ Correct ☐ Lowest ☐ Neither  
 0 pcs. x \$ = \$0 = Postage Affixed \$0.0000

**Net Postage Due (Subtract postage affixed from total postage)** **253.07**

For USPS use only: Additional postage payment (See 6500)

For postage affixed add additional payment to net postage due for permit imprint and additional payment to net postage

Postmaster Report Total Postage in **AIC 121** **Total Adjusted Postage Affixed** **Total Adjusted Postage Permit Imprint**

The mailer's signature certifies acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control. The mailer hereby certifies that all information furnished on this form is accurate, truthful and complete, that the mail and supporting documentation comply with all postal standards and the mailing qualifies for the prices and fees claimed, and that the mailing does not contain any matter prohibited by law or postal regulation. I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment. Privacy Notice: For information regarding our Privacy Policy visit [www.usps.com](http://www.usps.com).

Signature of Mailer or Agent **[Signature]** Printed Name of Mailer or Agent Signing Form **[Name]** Telephone **610-489-4800**

Nonreturnable Mail	Are postage labels affixed to mailer's envelope (Yes/No)
Total Pieces	Total Weight
Total Postage	
Response Verified (Check one)	Sold Mailer's Name
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Contact
By (Initials)	
Source Stamp (Required)	
I CERTIFY that this mailing has been prepared and submitted in accordance with the requirements for postage statement and all payment of postage and fees required. (If proper completion of postage statement and all payment of postage and fees required.)	
Mailing Employee's Signature	Mailing Employee's Name
	Date

SEPA 7/16/08



# United States Postal Service

## Postage Statement — First-Class Mail and Priority Mail

**COPY**

Use this form for either First-Class Mail or Priority Mail. They may not be combined.

Mailing	Permit Holder's Name and Address and Email Address, If Any <b>AQUA UTILITIES FL 1100 THOMAS AVE LEESBURG, FL 34748</b>		Permit Number <b>1221</b>	Name and Address of Mailing Agent (if other than permit holder) <b>Innovative Print 749 Pike Springs Road Phoenixville, PA 19460</b>	Telephone <b>610-489-4800</b>	Name and Address of Individual or Organization for Which Mailing Is Prepared (if other than permit holder) <b>AQUA FLORIDA-BATCH 1221 IPG PO # 55620-BATCH 8 PALM TERRACE, JASMINE LAKES THE WOODS</b>	
	CAPS Cust. Ref. No. _____		Customer No. _____	Customer No. _____	Customer No. _____		
Mailing	Post-Office of Mailing <b>SOUTHEASTERN PA</b>	Processing Category <input checked="" type="checkbox"/> Letters <input type="checkbox"/> Flats <input type="checkbox"/> Automation Flats <input type="checkbox"/> Parcels	Mailing Date <b>07/25/2008</b>	Federal Agency Cost Code	Statement Seq. No.	No. & type of Containers <b>2 - 1' MM Trays 3 - 2' MM Trays</b>	
	Type of Postage <input checked="" type="checkbox"/> Permit Imprint <input type="checkbox"/> Precanceled Stamps <input type="checkbox"/> Metered	Weight of a Single Piece <b>0.0250 pounds</b>	Total Pieces <b>1825</b>	Total Weight <b>45.63</b>			
	For Mail Enclosed Within Another Class <input type="checkbox"/> Standard Mail <input type="checkbox"/> Bound Printed Matter <input type="checkbox"/> Library Mail <input type="checkbox"/> Media Mail <input type="checkbox"/> Parcel Post	For Automation Price Pieces, Enter Date of Address Matching and Coding <b>07/22/2008</b>	Move Update method: <input type="checkbox"/> Ancillary service endorsement <input type="checkbox"/> FASTforward <input type="checkbox"/> NOAA Link <input type="checkbox"/> ACS <input type="checkbox"/> Alternative method <input type="checkbox"/> Multiple				

Postage	Parts Completed (Select all that apply) <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> S (Part C only) <input type="checkbox"/> Retail <input type="checkbox"/> Commercial	<b>Total Postage (Add parts totals)</b>		<b>643.97</b>
	Price at Which Postage Affixed (Check one) <input checked="" type="checkbox"/> Correct <input type="checkbox"/> Lowest <input type="checkbox"/> Neither	<b>0</b> pcs. x \$ _____	<b>\$0 = Postage Affixed</b>	<b>\$0.0000</b>
	<b>Net Postage Due (Subtract postage affixed from total postage)</b>		<b>643.97</b>	
	For USPS Use Only: Additional Postage Payment (See Section 1104) For postage affixed, add additional payment to net postage due for permit imprint and a flat rate payment to net postage. <b>Total Adjusted Postage Affixed</b>			
Certification	For USPS Use Only: Check One <input type="checkbox"/> A/C 12/1/04/05/06/07/08/09/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/00/01/02/03/04/05/06/07/08/09/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/00/01/02/03/04/05/06/07/08/09/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/00/01/02/03/04/05/06/07/08/09/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/00/01/02/03/04/05/06/07/08/09/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/00/01/02/03/04/05/06/07/08/09/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/00/01/02/03/04/05/06/07/08/09/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/00/01/02/03/04/05/06/07/08/09/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/00/01/02/03/04/05/06/07/08/09/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/00/01/02/03/04/05/06/07/08/09/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/00/01/02/03/04/05/06/07/08/09/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/00/01/02/03/04/05/06/07/08/09/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/00/01/02/03/04/05/06/07/08/09/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/00/01/02/03/04/05/06/07/08/09/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/00/01/02/03/04/05/06/07/08/09/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/00/01/02/03/04/05/06/07/08/09/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/00/01/02/03/04/05/06/07/08/09/10/11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/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# First-Class Mail

**X** **Part A**  
Automation Rates  
Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
A5	5-Digit	0.3240 X	1,211 = \$	392.3640		0.1250 X	= \$		392.3640
A8	Mixed AADC	0.3690 X	123 = \$	45.3870		0.1250 X	= \$		45.3870

**Part A Total**

**\$ 437.7510**

**X** **Part B**  
Nonautomation Rates  
Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
B4	Single-Piece	0.4200 X	491 = \$	206.22		0.1700 X	= \$		206.22

**Part B Total**

**\$ 206.22**

26

United States Postal Service  
**Postage Statement — First-Class Mail  
 and Priority Mail**

**COPY**

Use this form for either First-Class Mail or Priority Mail. They may not be combined.

Mailer	Permit Holder's Name and Address and Email Address, If Any <b>AQUA UTILITIES FL 1100 THOMAS AVE LEESBURG, FL 34748</b>		Telephone <b>610-489-4800</b>	Name and Address of Mailing Agent (If other than permit holder) <b>Innovative Print 749 Pike Springs Road Phoenixville, PA 19460</b>		Name and Address of Individual or Organization for Which Mailing is Prepared (If other than permit holder) <b>AQUA FLORIDA-BATCH 1221 IPG PO # 55620-BATCH 8 ZEPHYR SHORES</b>	
	CAPS Cust. Ref. No. _____		Customer No. _____		Customer No. _____		
Mailing	Post Office of Mailing <b>SOUTHEASTERN PA</b>		Processing Category <input checked="" type="checkbox"/> Letters <input type="checkbox"/> Flats <input type="checkbox"/> Automation Flats <input type="checkbox"/> Parcels		Mailing Date <b>07/25/2008</b>		Federal Agency Cost Code
	Type of Postage <input checked="" type="checkbox"/> Permit Imprint <input type="checkbox"/> Precanceled Stamps <input type="checkbox"/> Metered	Weight of a Single Piece <b>0.0250 pounds</b>		Total Pieces <b>741</b>		No. & type of Containers <b>3 - 1"MM Trays 1 - 2"MM Trays</b>	
	Permit # <b>1221</b>	For Mail Enclosed Within Another Class <input type="checkbox"/> Standard Mail <input type="checkbox"/> Bound Printed Matter <input type="checkbox"/> Library Mail <input type="checkbox"/> Media Mail <input type="checkbox"/> Parcel Post		Total Weight <b>18.5250</b>			
	For Automation Price Pieces, Enter Date of Address Matching and Coding <b>07/25/2008</b>		Move Update method: <input type="checkbox"/> NCOA Link <input type="checkbox"/> ACS <input type="checkbox"/> Alternative method <input type="checkbox"/> Multiple		<input type="checkbox"/> Ancillary service endorsement <input type="checkbox"/> FASTforward		

Postage	Parts Completed (Select all that apply) <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> S (Part C only) <input type="checkbox"/> Retail <input type="checkbox"/> Commercial		<b>Total Postage (Add parts totals)</b>		<b>\$251.1400</b>
	Price at Which Postage Affixed (Check one) <input type="checkbox"/> Correct <input type="checkbox"/> Lowest <input type="checkbox"/> Neither		<b>0 pcs. x \$ _____ = Postage Affixed</b>		<b>\$0.0000</b>
	<b>Net Postage Due (Subtract postage affixed from total postage)</b>				<b>\$251.14</b>
	For USPS Use Only: Additional postage payment (SAC to mail)		<b>Total Adjusted Postage Affixed</b>		
For postage affixed, add additional payment to net postage due to permit holder and add total payment to total postage		<b>Total Adjusted Postage Permit Imprint</b>			

Certification	I, the mailer, certify acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control. The mailer hereby certifies that all information furnished on this form is accurate, truthful, and complete, that the mail and the supporting documentation comply with all postal standards and the mailing qualifies for the prices and fees claimed, and that the mailing does not contain any matter prohibited by law or postal regulation. I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment.		
	Privacy Notice: For information regarding our Privacy Policy visit <a href="http://www.usps.com">www.usps.com</a> .		
	Signature of Mailer or Agent	Printed Name of Mailer or Agent Signing Form	Telephone <b>610-489-4800</b>

USPS Use Only	Weight of Single Piece		Are postage due or undelivered items mailed? <input type="checkbox"/> Yes <input type="checkbox"/> No	
	Total Pieces	Total Weight	Return Stamp Required	
	Total Postage			
	Presort Verification (indicate if correct each)			
	<input type="checkbox"/> Yes <input type="checkbox"/> No If "NO" for any reason, the mailer is responsible for revenue loss claimed by proper preparation and proper postage payment. Proper completion of postage, handling and payment of postage is required.			
	Verifying Employee Signature	Verifying Employee Name	Title	AV

# First-Class Mail

## ☒ Part A Automation Rates Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
A5	5-Digit	0.3240 X	526 = \$	170.4240		0.1250 X	= \$		170.4240
A8	Mixed AADC	0.3690 X	188 = \$	69.3720		0.1250 X	= \$		69.3720

### Part A Total

**\$ 239.7960**

## ☒ Part B Nonautomation Rates Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
B4	Single-Piece	0.4200 X	27 = \$	11.3400		0.1700 X	= \$		11.3400

### Part B Total

**\$ 11.3400**



United States Postal Service  
**Postage Statement — First-Class Mail  
 and Priority Mail**

Post Office Note Mail Arrival Date & Time

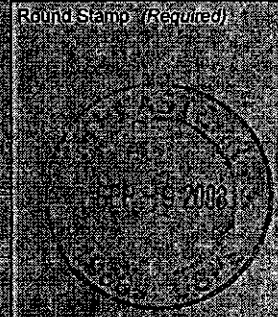
Use this form for either First-Class Mail or Priority Mail. They may not be combined.

Mailer	Permit Holder's Name and Address and Email Address, If Any <b>AQUA UTILITIES FL 1100 THOMAS AVE LEESBURG, FL 34748</b>	Telephone <b>610-489-4800</b>	Name and Address of Mailing Agent (If other than permit holder) <b>Innovative Print 749 Pike Springs Rd. Phoenixville, PA 19460</b>	Telephone <b>610-489-4800</b>	Name and Address of Individual or Organization for Which Mailing Is Prepared (If other than permit holder) <b>AQUA FLORIDA-BATCH 1221 IPG PO # 56906 JASMINE LAKES &amp; THE WOODS</b>
	CAPS Cust. Ref. No. _____	Customer No. _____	Customer No. _____	Customer No. _____	Customer No. _____
Mailing	Post Office of Mailing <b>SOUTHEASTERN PA</b>	Processing Category <input checked="" type="checkbox"/> Letters <input type="checkbox"/> Flats <input type="checkbox"/> Automation Flats <input type="checkbox"/> Parcels	Mailing Date <b>09/08/2008</b>	Federal Agency Cost Code	Statement Seq. No.
	Type of Postage <input checked="" type="checkbox"/> Permit Imprint <input type="checkbox"/> Precanceled Stamps <input type="checkbox"/> Metered	Weight of a Single Piece <b>0.0250 pounds</b>	Total Pieces <b>1917</b>	No. & type of Containers <b>3 - 1' MM Trays 4 - 2' MM Trays</b>	
	Permit # <b>1221</b>	For Mail Enclosed Within Another Class <input type="checkbox"/> Standard Mail <input type="checkbox"/> Bound Printed Matter <input type="checkbox"/> Library Mail <input type="checkbox"/> Media Mail <input type="checkbox"/> Parcel Post	Total Weight <b>47.93</b>		
	For Automation Price Pieces, Enter Date of Address Matching and Coding <b>09/08/2008</b>	Move Update method: <input type="checkbox"/> NCOA Link <input type="checkbox"/> ACS <input type="checkbox"/> Alternative method <input type="checkbox"/> Multiple	<input type="checkbox"/> Ancillary service endorsement <input type="checkbox"/> FASTforward		

Postage	Parts Completed (Select all that apply) <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> S (Part C only) <input type="checkbox"/> Retail <input type="checkbox"/> Commercial	Total Postage (Add parts totals) <b>642.94</b>
	Price at Which Postage Affixed (Check one) <input type="checkbox"/> Correct <input type="checkbox"/> Lowest <input type="checkbox"/> Neither	<b>0</b> pcs. x \$ _____ = <b>\$0.0000</b> = Postage Affixed
	Net Postage Due (Subtract postage affixed from total postage) <b>642.94</b>	
	Total Adjusted Postage Affixed	
Permit Imprint Only (Check one) <input type="checkbox"/> AIC PERM (Business) <input type="checkbox"/> AIC 237 (Retail)		Total Adjusted Postage Permit Imprint

Certification	The mailer's signature certifies acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control. The mailer hereby certifies that all information furnished on this form is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and the mailing qualifies for the prices and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation. I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment.	
	Privacy Notice: For information regarding our Privacy Policy visit <a href="http://www.usps.com">www.usps.com</a> .	
	Signature of Mailer or Agent 	Printed Name of Mailer or Agent Signing Form <b>610-489-4800</b>

USPS Use Only	Weight of a Single Piece <b>0.0250 pounds</b>	Are postage figures adjusted from mailer's estimate? If yes, reason	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Total Pieces <b>1917</b>		
	Total Weight <b>47.93</b>		
	Total Postage <b>642.94</b>		
	Presort Verification Performed? (Check One) <input type="checkbox"/> Yes <input type="checkbox"/> No		
	Identify that this mailing has been inspected concerning: 1) eligibility of postage prices claimed 2) proper preparation and presort (where required) 3) proper completion of postage statement and 4) payment of postage (if required)	Date Mailed Noted	Contact
Verifying Employee's Signature 	Verifying Employee's Name	Time	AM PM



# First-Class Mail

## ☒ Part A Automation Rates Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
A5	5-Digit	0.3240 X	1,589 = \$	514.8360		0.1250 X	= \$		514.8360
A7	AADC	0.3510 X	1 = \$	0.3510		0.1250 X	= \$		0.3510
A8	Mixed AADC	0.3690 X	188 = \$	69.3720		0.1250 X	= \$		69.3720

### Part A Total

**\$ 584.5590**

## ☒ Part B Nonautomation Rates Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
B4	Single-Piece	0.4200 X	139 = \$	58.38		0.1700 X	= \$	58.38	

### Part B Total

**\$ 58.38**

# Postage Statement — First-Class Mail and Priority Mail

Post Office Note Mail Arrival Date &amp; Time

Cen

Use this form for either First-Class Mail or Priority Mail. They may not be combined.

Mailing	Permit Holder's Name and Address and Email Address, If Any <b>AQUA UTILITIES FL 1100 THOMAS AVE LEESBURG, FL 34748</b>		Telephone _____	Name and Address of Mailing Agent (If other than permit holder) <b>Innovative Print 749 Pike Springs Rd. Phoenixville, PA 19460</b>		Telephone <b>610-489-4800</b>	Name and Address of Individual or Organization for Which Mailing Is Prepared (If other than permit holder) <b>AQUA FLORIDA-BATCH 1221 IPG PO # 56906 PALM TERRACE</b>	
	CAPS Cust. Ref. No. _____		Customer No. _____		Customer No. _____		Customer No. _____	
Mailing	Post Office of Mailing <b>SOUTHEASTERN PA</b>		Processing Category <input checked="" type="checkbox"/> Letters <input type="checkbox"/> Flats <input type="checkbox"/> Automation Flats <input type="checkbox"/> Parcels		Mailing Date <b>09/08/2008</b>		Federal Agency Cost Code	
	Type of Postage <input checked="" type="checkbox"/> Permit Imprint <input type="checkbox"/> Precanceled Stamps <input type="checkbox"/> Metered		Weight of a Single Piece <b>0.0250 pounds</b>		Total Pieces <b>1360</b>		No. & type of Containers <b>2 - 1'MM Trays 3 - 2'MM Trays</b>	
	Permit # <b>1221</b>		For Mail Enclosed Within Another Class <input type="checkbox"/> Standard Mail <input type="checkbox"/> Bound Printed Matter <input type="checkbox"/> Library Mail <input type="checkbox"/> Media Mail <input type="checkbox"/> Parcel Post		Total Weight <b>34.0000</b>			
	For Automation Price Pieces, Enter Date of Address Matching and Coding: <b>09/08/2008</b>		Move Update method: <input type="checkbox"/> NCOALink <input type="checkbox"/> ACS <input type="checkbox"/> Alternative method <input type="checkbox"/> Multiple		<input type="checkbox"/> Ancillary service endorsement <input type="checkbox"/> FASTforward			

Postage	Parts Completed (Select all that apply) <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> S (Part C only) <input type="checkbox"/> Retail <input type="checkbox"/> Commercial			
	Total Postage (Add parts totals)		<b>\$448.8200</b>	
	Price at Which Postage Affixed (Check one) <input type="checkbox"/> Correct <input type="checkbox"/> Lowest <input type="checkbox"/> Neither		0 pcs. x \$ _____ = <b>Postage Affixed</b>	
	Net Postage Due (Subtract postage affixed from total postage)		<b>\$448.82</b>	
For USPS Use Only: Additional Postage Payment (Self-Service)				
For postage affixed to additional payment to non-postage due (to permit holder's use for the payment to the carrier)				
Total Adjusted Postage Affixed				
Permit Imprint Only - Check one: <input type="checkbox"/> AIG <input type="checkbox"/> P11 (First-Class Mail) <input type="checkbox"/> P12 (Priority Mail) <input type="checkbox"/> P13 (Priority Mail Express) <input type="checkbox"/> P14 (First-Class Mail International) <input type="checkbox"/> P15 (Priority Mail International) <input type="checkbox"/> P16 (Priority Mail Express International)				
Total Adjusted Postage Permit Imprint				

Certification	The mailer's signature certifies acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control. The mailer hereby certifies that all information furnished on this form is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and the mailing qualifies for the prices and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation. I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment.		
	Privacy Notice: For information regarding our Privacy Policy visit <a href="http://www.usps.com">www.usps.com</a> .		
	Signature of Mailer or Agent		Printed Name of Mailer or Agent Signing Form
		Telephone <b>610-489-4800</b>	

USPS Use Only	Weight of a Single Piece _____		Are postage figures affixed adjusted from mailer's request? If yes, reason: _____	
	Total Pieces	Total Weight		
	Total Postage			
	Postage Verification Performed? (Check One) <input type="checkbox"/> Yes <input type="checkbox"/> No			
	I CERTIFY that this mailing has been inspected concerning eligibility for postage prices claimed (a) proper preparation and (b) proper completion of postage statement and (c) payment of postage (if required).			
	Verifying Employee's Signature	Verifying Employee's Name	Date Mailed/Notified	Contact
		By (Initials)	Time	
		AM	PM	

# First-Class Mail

## ☒ Part A

Automation Rates  
Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
A5	5-Digit	0.3240 X	1,210 = \$	392.0400		0.1250 X	= \$		392.0400
A8	Mixed AADC	0.3690 X	122 = \$	45.0180		0.1250 X	= \$		45.0180

### Part A Total

\$ 437.0580

## ☒ Part B

Nonautomation Rates  
Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
B4	Single-Piece	0.4200 X	28 = \$	11.7600		0.1700 X	= \$		11.7600

### Part B Total

\$ 11.7600



United States Postal Service  
**Postage Statement — First-Class Mail  
 and Priority Mail**

Post Office Note Mail Arrival Date & Time

Use this form for either First-Class Mail or Priority Mail. They may not be combined.

Mailing	Permit Holder's Name and Address and Email Address, If Any <b>AQUA UTILITIES FL 1100 THOMAS AVE LEESBURG, FL 34748</b>		Telephone <b>610-489-4800</b>	Name and Address of Mailing Agent (If other than permit holder) <b>Innovative Print 749 Pike Springs Rd. Phoenixville, PA 19460</b>		Name and Address of Individual or Organization for Which Mailing Is Prepared (If other than permit holder) <b>AQUA FLORIDA-BATCH 1221 IPG PO # 56906 ZEPHYR SHORES</b>	
	CAPS Cust. Ref. No.		Customer No.		Customer No.		
Mailing	Post Office of Mailing <b>SOUTHEASTERN PA</b>		Processing Category <input checked="" type="checkbox"/> Letters <input type="checkbox"/> Flats <input type="checkbox"/> Automation Flats <input type="checkbox"/> Parcels		Mailing Date <b>09/08/2008</b>		Federal Agency Cost Code
	Type of Postage <input checked="" type="checkbox"/> Permit Imprint <input type="checkbox"/> Precanceled Stamps <input type="checkbox"/> Metered		Weight of a Single Piece <b>0.0250 pounds</b>		Total Pieces <b>750</b>		No. & type of Containers <b>3 - 1' MM Trays 1 - 2' MM Trays</b>
	Permit # <b>1221</b>		For Mail Enclosed Within Another Class <input type="checkbox"/> Standard Mail <input type="checkbox"/> Bound Printed Matter <input type="checkbox"/> Library Mail <input type="checkbox"/> Media Mail <input type="checkbox"/> Parcel Post		Total Weight <b>18.7500</b>		
	For Automation Price Pieces, Enter Date of Address Matching and Coding <b>09/08/2008</b>		Move Update method: <input type="checkbox"/> NCOA Link <input type="checkbox"/> ACS <input type="checkbox"/> Alternative method <input type="checkbox"/> Multiple		<input type="checkbox"/> Ancillary service endorsement <input type="checkbox"/> FASTforward		

Postage	Parts Completed (Select all that apply) <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> S (Part C only) <input type="checkbox"/> Retail <input type="checkbox"/> Commercial		<b>Total Postage (Add parts totals)</b>		<b>\$254.3700</b>
	Price at Which Postage Affixed (Check one) <input type="checkbox"/> Correct <input type="checkbox"/> Lowest <input type="checkbox"/> Neither		0 pcs. x \$ = <b>Postage Affixed</b>		<b>\$0.0000</b>
	<b>Net Postage Due (Subtract postage affixed from total postage)</b>				<b>\$254.37</b>
	<p>For postage affixed to mail, use the following rates and fees. For postage affixed to mail, use the following rates and fees.</p> <p>Permit Imprint Fee: <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>PMT: <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Total Adjusted Postage Affixed</b></p> <p><b>Total Adjusted Postage Permit Imprint</b></p>				

The mailer's signature certifies acceptance of liability for and agreement to pay any revenue deficiencies assessed on this mailing, subject to appeal. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control. The mailer hereby certifies that all information furnished on this form is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and the mailing qualifies for the prices and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation. I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment.

Privacy Notice: For information regarding our Privacy Policy visit [www.usps.com](http://www.usps.com).

Certification	Signature of Mailer or Agent		Printed Name of Mailer or Agent Signing Form		Telephone <b>610-489-4800</b>
	<p>Weight of a single piece: _____ pounds</p> <p>Total Pieces: _____ Total Weight: _____</p> <p>Total Postage: _____</p> <p>Presort Verification Performed (Check One)  <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>I CERTIFY that this mailing has been inspected concerning (1) eligibility for postage prices claimed, (2) proper preparation and sorting (where required), (3) proper completion of this statement, and (4) payment of applicable fees (if required).</p> <p>Verifying Employee's Signature: _____ Verifying Employee's Name: _____ Date Mailed: _____ Contact: _____ Pay (initials): _____</p> <p>Verifying Employee's Signature: _____ Verifying Employee's Name: _____ Date Mailed: _____ Contact: _____ Pay (initials): _____</p>				

USPS Use Only	Are postage prices or fees adjusted from reference prices for any reason? <input type="checkbox"/> Yes <input type="checkbox"/> No		<p>Round Stamp (Required)</p>
	Total Pieces: _____ Total Weight: _____		
	Total Postage: _____		
	Presort Verification Performed (Check One) <input type="checkbox"/> Yes <input type="checkbox"/> No		
I CERTIFY that this mailing has been inspected concerning (1) eligibility for postage prices claimed, (2) proper preparation and sorting (where required), (3) proper completion of this statement, and (4) payment of applicable fees (if required).		Date Mailed: _____ Contact: _____ Pay (initials): _____	
Verifying Employee's Signature: _____ Verifying Employee's Name: _____		Date Mailed: _____ Contact: _____ Pay (initials): _____	

# First-Class Mail

## ☒ Part A

Automation Rates  
Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
A5	5-Digit	0.3240 X	529 = \$	171.3960		0.1250 X	= \$		171.3960
A8	Mixed AADC	0.3690 X	193 = \$	71.2170		0.1250 X	= \$		71.2170

### Part A Total

**\$ 242.6130**

## ☒ Part B

Nonautomation Rates  
Letters

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	PLUS	Pound Rate X	Pounds =	Pound Subtotal	TOTAL
B4	Single-Piece	0.4200 X	28 = \$	11.7600		0.1700 X	= \$		11.7600

### Part B Total

**\$ 11.7600**

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**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<b>Residential &amp; Commercial</b>	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
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.	<b>\$31.85</b>	\$89.18	\$40.92	<del>\$40.92</del>

**FLORIDA PUBLIC SERVICE COMMISSION**

DOCKET NO. 080121-WS EXHIBIT 53

COMPANY Citizen of Webster FL

WITNESS Joseph Cabana - Various letters & photographs

DATE 09/26/08

**The Woods - Wastewater**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>Rates Prior to Filing</b>	<b>Proposed Unlimited Interim Rates</b>	<b>Proposed Limited Interim Rates</b>	<b>Proposed Final Uniform Rates</b>
<b>Residential</b>				
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
<b>Commercial</b>				
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
<b>Wastewater bill at 5,000 gallons</b>	<b>\$36.24</b>	<b>\$113.95</b>	<b>\$88.91</b>	<b>\$88.91</b>

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.



**NOTICE TO CUSTOMERS OF THE WOODS**  
**IN SUMTER COUNTY, FLORIDA**

Pursuant to Section 367.081 (4) (a), Florida Statutes, water and wastewater utilities are permitted to adjust the rates and charges to its customers without those customers bearing the additional expense of a public hearing. These adjustments in rates would depend on increases or decreases in noncontrollable expenses subject to inflationary pressures such as chemicals, and other general operation and maintenance costs.

On February 15, 2007, Aqua Utilities Florida, Inc., filed its Notice of Intention with the Florida Public Service Commission to increase water and wastewater rates pursuant to this Statute. The filing is subject to review by the Commission Staff for accuracy and completeness. Water rates for The Woods system will increase by approximately ~~8.00%~~ and wastewater rates will increase by ~~6.72%~~. These rates should be reflected on your bill for service rendered on and after April 15, 2008.

If you should have any questions, you may call the utility at 1-800-250-7532. Be sure to have your account number handy for quick reference.

**AQUA UTILITIES FLORIDA, INC.**

TO: FLORIDA PUBLIC SERVICE COMMISSION

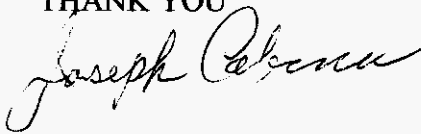
FROM: JOSEPH CABANA

DATE: 9/26/08

SUBJECT: INTERIM RATES

I WOULD LIKE TO KNOW IF IT IS POSSIBLE TO DO AWAY WITH THE INTERIM RATE SYSTEM THAT IS ALLOWING UNSCRUPULOUS COMPANIES SUCH AS AQUA UTILITIES FLORIDA TO CONTINUOUSLY USE WHEN APPLYING FOR AN RATE INCREASE. IT IS NOT FAIR FOR CONSUMERS TO FILL THEIR COFFERS WITH OPERATING EXPENSES AND INTEREST GAINED ON OUR MONEY. THIS IS THE ONLY THING THAT AN INTERIM RATE DOES. IT DOES NOT BENEFIT THE CONSUMER IN ANY WAY, WE HAVE TO COME UP WITH THESE EXTRA MONIES TO SUPPORT THESE COMPANIES. THE FACT THAT THE CONSUMER GETS THESE MONIES BACK IF SAID INCREASE IS NOT APPROVED, WE STILL HAVE TO COME UP WITH THIS MONEY WHICH IS A HARDSHIP THAT WE CAN DO WITHOUT KNOWING IT IS USED TO SUPPORT COMPANIES SUCH AS AQUA UTILITIES FLORIDA. IF IT WOULD TAKE A GRASS ROOTS EFFORT TO DO THIS I WOULD GLADLY HEAD IT UP.

THANK YOU



JOSEPH CABANA  
3257 CR 676  
WEBSTER FL. 33597  
(WOODS SUB-DIVISION)  
SUMTER COUNTY FL.  
E-MAIL JOECABANA@EMBARQMAIL.COM

TO: FLORIDA PUBLIC SERVICE COMMISSION

SUBJECT: AQUA UTILITIES FLORIDA RATE INCREASE

DATE: 9/26/08

THE FOLLOWING IS MY STATEMENT TO URGE THE COMMISSION TO DENY THE RATE INCREASE TO AQUA UTILITIES.

THEY HAVE NOT IMPROVED THEIR CUSTOMER SERVICE ONE iota.

THEY SHOW COMPLETE DISREGARD FOR THEIR CUSTOMERS.

WE THE CUSTOMERS ARE JUST A SOURCE OF INCOME WITHOUT PROVIDING SERVICE.

THEY USE THE MOST BASIC HUMAN NEED OF WATER AS A MEANS TO GOUGE THEIR CUSTOMERS.

THEY HAVE NOT IMPROVED THE QUALITY OF WATER SINCE THEY TOOK OVER THE WATER SYSTEM.

THEY CONTINUOUSLY TURN OFF THE WATER FOR HOURS AT A TIME WITH NO WARNING.

I FOR ONE WOULD LIKE TO KNOW HOW THESE METERS THEY INSTALLED WORK. THERE IS NO ELECTRICITY WHERE THE METERS ARE.

IF THEY MAKE IMPROVEMENTS IN ALL OF THESE AREAS THEN I WOULD CONSIDER GOING ALONG WITH A RATE INCREASE. BUT AT THIS TIME THEY DEFINITELY DO NOT "RATE" A RATE INCREASE.

THANK YOU



JOSEPH CABANA

3257CR 676

WEBSTER, FL. 33597

(WOODS SUB-DIVISION)

SUMTER COUNTY FL.

E-MAIL JOECABANA@EMBARQMAIL.COM



#53

OVER →





THIS IS THE WATER METER AT:

3257 CR 676

WEBSTER, FL.

(WOODS SUB-DIVISION)



Service To:  
**JOSEPH & S CABANA**  
**3257 COUNTY ROAD 676**  
**WEBSTER, FL 33597-7357**  
**Lot: 11903603 Block:**

Account Number  
**000895750 0638668**  
**THE WOODS**

#153

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

**Tel: 877.987.2782**  
**Fax: 866.780.8292**

**e Mail: custserv@aquaaamerica.com**

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

Bill Date

Total Amount Due

Due Date

**September 15, 2008 \$ 109.56**

**October 07, 2008**

## Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56614052	5/8	09/09/08	32	Actual	22700	6,500	Gallons
		08/08/08		Actual	16200		
Average Daily Usage = 203 Gallons		Total Days: 32		Total Usage:			Gallons

## Billing Detail

Amount Owed from Last Bill .....	\$ 75.88
Total Payments Received .....	75.88
<b>Balance .....</b>	<b>0.00</b>
Water Base Facility Charge Water at Old Rate .....	9.78
3,656 gallons @ \$0.00328 per gallon .....	11.99
Current Water Charges At Old Rate .....	21.77
Water Base Facility Charge Water at Current Rate .....	9.22
Next 2,844 gallons @ \$0.00397 per gallon .....	11.29
Current Water Charges at Current Rate .....	20.51
Current Water Charges .....	42.28
Sewer Base Facility Charge Sewer at Old Rate .....	9.36
3,375 gallons @ \$0.00433 per gallon .....	14.61
Next 281 gallons @ \$0.00 per gallon .....	0.00
Current Sewer Charges At Old Rate .....	23.97

Sewer Base Facility Charge Sewer at Current Rate .....	16.90
Next 2,625 gallons @ \$0.01006 per gallon .....	26.41
Next 219 gallons @ \$0.00 per gallon .....	0.00
Current Sewer Charges at Current Rate .....	43.31
Current Sewer Charges .....	67.28
<b>Amount Due 10/07/08 .....</b>	<b>\$ 109.56</b>

## Message Center

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

1336564

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

FL6600347

Return this portion with your payment

Service To:

LAST MONTH MY USAGE FOR 30 DAYS WAS 5500 GAL.  
 THERE WAS NO CHANGE IN USAGE FOR THE CURRENT  
 INVOICE EXCEPT FOR 2-DAYS AND THEY CLAIM MY  
 USAGE WENT UP BY 1000 GAL. THIS COMPANY  
 SHOULD BE INVESTIGATED BY THE ATTORNEY  
 GENERALS OFFICE.



Aqua America, Inc.  
762 W. Lancaster Avenue  
Bryn Mawr, PA 19010

LETTER TO SHAREHOLDERS  
[www.aquaamerica.com](http://www.aquaamerica.com)

June 2008

Dear Shareholder:

Aqua America's operating results for the quarter were adversely affected by regulatory lag, while we wait for pending rate case awards, and a slowing economy. For the quarter ending March 31, 2008 Aqua reported increased revenues to \$139.3 million up from \$137.3 million in the first quarter of 2007. Net income in the first quarter 2008 was \$14.3 million versus \$16.9 million in the first quarter of 2007. Diluted earnings per share in the first quarter were \$0.11 versus \$0.13 in the same period of 2007 on approximately 1 percent more shares outstanding.

On May 1, 2008, our Board of Directors declared a quarterly cash dividend of \$0.125 per share payable on June 1, 2008, to all shareholders of record on May 16, 2008.

Revenues in the quarter were affected by the national economic slowdown as seen in the decline in usage by our industrial and commercial customers. Also the current slowdown in new housing adversely affected organic customer growth. Like consumers and other businesses, Aqua has also been impacted by the 50 percent increase in fuel prices because our 1,200 vehicles travel approximately 23 million miles annually.

Management is addressing the current earnings results by focusing on limiting the growth in controllable expenses and placing a high priority on successfully completing the 17 pending rate requests, totaling approximately \$65 million in annualized revenues, which will address much of the current regulatory lag. When these rate awards are granted, they should positively affect revenue comparisons over the ensuing 12 months. We anticipate filing two additional significant cases during the second quarter to recover major capital investments made in Florida and North Carolina over the last few years.

Expenses rose to \$64.3 million from \$60.3 million in the first quarter of 2007. About half of this increase was due to new expenses associated with last year's acquisitions and certain non-cash adjustments related to regulatory proceedings. Operating expenses from ongoing operations were up 3 percent and were impacted by increases in fuel costs and our reserve for bad debts. Now that our new customer information system is up and running, collection activities have been accelerated.

Managing expenses remains a top priority, and our cash generation will continue to grow in 2008 with the help of additional deferred taxes associated with the Economic Stimulus Act of 2008. The increase in internally generated cash supports our capital program, shareholder dividends and reduces the need for new equity and stock dilution.

In May, Aqua acquired a system in Lee County, Florida which provides wastewater service to approximately 3,000 residents and irrigation service to nearly 1,000 residents. We remain committed to our growth-through-acquisition strategy and have acquisition prospects in the pipeline.

Despite these uncertain economic times, our company is financially sound, as evidenced by the continuation of the A+ S&P rating for our primary subsidiary, Aqua Pennsylvania, and our growth-through-acquisition strategy is intact. The company stays focused on making prudent capital investments to ensure quality water and wastewater service to customers, which allows us to increase revenues by filing timely rate cases to reduce regulatory lag. Management remains committed to controlling costs wherever possible, and to our long-term goals of simultaneously enhancing and protecting the environment and operating our business with the interest of our shareholders and customers in mind.

Aqua America offers a commission-free dividend reinvestment and direct stock purchase plan (DRP) that allows shareholders to reinvest their dividends at a 5 percent discount to the market price. If you would like a prospectus and application for the DRP please visit [www.aquaamerica.com](http://www.aquaamerica.com) or call 800.205.8314. Please read the prospectus carefully before you make a decision to invest.

Thank you.

Nicholas DeBenedictis  
Chairman and President

WTR-Q2-08

# AQUA AMERICA, INC. AND SUBSIDIARIES

## CONDENSED CONSOLIDATED STATEMENTS OF INCOME AND COMPREHENSIVE INCOME (Unaudited)

(In thousands, except per share amounts)

	Quarter Ended March 31,	
	2008	2007
Operating revenues	\$ 139,283	\$ 137,301
Costs and expenses:		
Operations and maintenance	64,304	60,295
Depreciation and amortization	22,654	21,345
Taxes other than income taxes	12,109	11,916
	<u>99,067</u>	<u>93,556</u>
Operating income	40,216	43,745
Interest expense and other	16,174	15,828
Gain on sale of other assets	—	(69)
Income before income taxes	24,042	27,986
Provision for income taxes	9,721	11,128
Net income	<u>\$ 14,321</u>	<u>\$ 16,858</u>
Comprehensive income	<u>\$ 14,321</u>	<u>\$ 16,863</u>
Net income per common share:		
Basic method	<u>\$ 0.11</u>	<u>\$ 0.13</u>
Diluted method	<u>\$ 0.11</u>	<u>\$ 0.13</u>
Average common shares outstanding:		
Basic method	<u>133,415</u>	<u>132,353</u>
Diluted method	<u>133,970</u>	<u>133,243</u>

## CONDENSED CONSOLIDATED BALANCE SHEETS

(Unaudited)

(In thousands of dollars)

	March 31, 2008	December 31, 2007
Net property, plant and equipment	\$ 2,802,123	\$ 2,792,794
Current assets	110,119	115,511
Regulatory assets and other assets	313,641	318,607
	<u>\$ 3,225,883</u>	<u>\$ 3,226,912</u>
<del>Stockholders' equity</del>	<u>\$ 980,715</u>	<u>\$ 976,298</u>
Long-term debt, excluding current portion	1,213,640	1,215,053
Current liabilities	174,461	183,212
Deferred credits and other liabilities	857,067	852,349
	<u>\$ 3,225,883</u>	<u>\$ 3,226,912</u>

This release contains forward looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, including, among others: our plans for acquisitions to continue to be a key component of our long-term strategy; the impact of acquisitions, including the opportunities for economies of scale; possible sales of non-strategic or under-performing assets and the projected impact of such sales; the timing of and anticipated revenue from rate cases; and seeking to earn a fair return on our capital expenditures. There are important factors that could cause actual results to differ materially from those expressed or implied by such forward-looking statements including: general economic business conditions, unfavorable weather conditions, the success of certain cost containment initiatives, changes in regulations or regulatory treatment, availability and the cost of capital, the success of growth initiatives, and other factors discussed in our Annual Report or Form 10-K which is on file with the SEC. We undertake no obligation to publicly update or revise any forward-looking statement.



American Condominium Parks  
A Condominium Association, Inc.  
35136 Condominium Blvd.  
Zephyrhills, FL 33541  
813-783-7398

Month	Gallons
April 2007 thru August 2007	
Estimated Gallons	57900
Actual Gallons	10500
Over billed Gallons	47400
Sept 2007 thru Dec 2007	
Didn't have to pay any charges during these months due to previous months over billing.	
January 2008	
Estimated Gallons	12300
Actual Gallons	7600
Over billed Gallons	4700
February 2008	
Estimated Gallons	12200
Actual Gallons	12000
Over billed Gallons	200
April 2008	
Estimated Gallons	9100
Actual Gallons	5100
Over billed Gallons	4000
May 2008	
Estimated Gallons	8700
Actual Gallons	4000
Over billed Gallons	4700
June & July 2008	
Estimated 2 Month Total Gallons	17600
Actual 2 Month Total Gallons	5000
Over billed Gallons	12600
August 2008	
Estimated Gallons	9300
Actual Gallons	3000
Over billed Gallons	6300
April 2007 Thru August 2008 (17 Month Period)	
Estimated Gallons	127100
Actual Gallons	47200
Over billed Gallons	79900

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 080121-WS EXHIBIT 54  
COMPANY John Walck (Citizen of Zephyrhills)  
WITNESS Letters + Overbill Figures 9L  
DATE 09-26-08

American Condominium Parks  
A Condominium Association, Inc.  
35136 Condominium Blvd.  
Zephyrhills, FL 33541  
813-783-7398

The problem first started when I received the Aqua water bill for August 2007 and noticed that they were estimating the bill, so I checked our back records and discovered that they were estimating our water bill since April 2007. I took the meter reading and called Aqua to correct the mistake. Aqua Water estimated that we used 57,900 gallons of water from April 2007 thru August 2007. After recalculating the correct water usage from the meter reading that I had to take, it turned out we only used 10,500, a staggering difference of 47,400 gallons during that five month period. We didn't have to pay another water bill until January 2008 because of the amount Aqua overcharged us. But the next bill we received, Aqua was estimating the meter reading again. This has been going on for well over a year now. Every month when I receive the water bill I have to get the correct meter reading and call Aqua so they can send us a revised bill. I try to get help from Aqua when I call in the meter readings and every time they tell me they are going to take care of it but they never do. I have even talked to the meter reader and told him about the problems I've been having and he assured me that he would get the correct reading, but he never did. It is very frustrating to go through this every month for over a year and never have the problem resolved

John Walck  
Accounts Payable  
American Condominium Parks

<u>Month</u>	<u>Gallons</u>
--------------	----------------

August 2008

Estimated Gallons	9300
Actual Gallons	3000
Overbilled Gallons	6300



AMERICAN CONDOMINIUM PARKS,  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS, FL 33541-7332  
Lot: 00000011 Block:

000897484 0640324

SEP 03 2008

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

Tel: 877.987.2782  
Fax: 866.780.8292  
e Mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

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

Bill Date August 22, 2008 Total Amount Due \$ 279.24 Due Date September 15, 2008

### Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
18585325	1 1/2"	08/20/08	21	Estimated	3593300	9,300	Gallons
		07/30/08		Actual	3584000		
Average Daily Usage = 442 Gallons		Total Days: 21		Total Usage:		9,300	Gallons

### Billing Detail

Amount Owed from Last Bill .....	\$ 55.92
Total Payments Received .....	0.00
<b>Balance .....</b>	<b>55.92</b>
Water Base Facility Charge .....	22.49
9,300 gallons @ \$0.00513 per gallon .....	47.71
Current Water Charges .....	70.20
Sewer Base Facility Charge .....	40.68
9,300 gallons @ \$0.01194 per gallon .....	111.04
Current Sewer Charges .....	151.72
Utility Tax .....	1.40
<b>Amount Due 09/15/08 .....</b>	<b>\$ 279.24</b>

PAID  
ACCOUNT  
4312  
DATE 9-3-08  
CHECK NO.  
AMT.

### Message Center

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

1336431

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

FL6512018

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

Service To:

AMERICAN CONDOMINIUM PARKS,  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS, FL 33541-7332  
Lot: 00000011 Block:

## AQUA Water/Sewer Bill

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

Seq=35474 Cyc=33PJ 1up=634976

0640324

\*\*\*\*\*AUT0\*\*5-DIGIT 33541 C 98 P 110  
AMERICAN CONDOMINIUM PARKS, INC  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS FL 33541-7332



Account Number

**000897484 0640324**

Total Amount Due

**\$ 279.24**

Due Date

**September 15, 2008**

Amount Enclosed

\$

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

00089748406403240000000279240



# AQUA

SEP 15 2008

AMERICAN CONDOMINIUM PARKS,  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS, FL 33541-7332  
Lot: 00000011 Block:

000897484 0640324

ZEPHYR SHORES

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

Tel: 877.987.2782

Fax: 866.780.8292

e Mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

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

Bill Date

Total Amount Due

Due Date

September 05, 2008 \$ 172.95

September 29, 2008

## Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
18585325	1 1/2"	09/04/08	36	Actual	3587000	3,000	Gallons
		07/30/08		Actual	3584000		
Average Daily Usage = 83 Gallons		Total Days: 36		Total Usage:		3,000	Gallons

## Billing Detail

Amount Owed from Last Bill .....	\$ 279.24
Total Payments Received .....	55.92
<b>Balance</b> .....	<b>223.32</b>
Adjustments .....	223.32 Credit
Water Base Facility Charge Water at Old Rate .....	28.92
2,250 gallons @ \$0.00513 per gallon .....	11.55
Current Water Charges At Old Rate .....	40.47
Water Base Facility Charge Water at Current Rate .....	9.56
Next 750 gallons @ \$0.00537 per gallon .....	4.03
Current Water Charges at Current Rate .....	13.59
Current Water Charges .....	54.06
Sewer Base Facility Charge Sewer at Old Rate .....	52.31
2,250 gallons @ \$0.01194 per gallon .....	26.87
Current Sewer Charges At Old Rate .....	79.18

Sewer Base Facility Charge Sewer at Current Rate	25.70
Next 750 gallons @ \$0.01724 per gallon .....	12.93
Current Sewer Charges at Current Rate .....	38.63
Current Sewer Charges .....	117.81
Utility Tax .....	1.08
<b>Amount Due 09/29/08</b> .....	<b>\$ 172.95</b>

APPROVED <i>E.V.R.</i>
ACCOUNT <i>4312</i>
DATE <i>9-15-08</i>
CHECK NO.
AMT.

# 575  
VC# 7251

## Message Center

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

1336431

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6512018

Return this portion with your payment

Service To:

<b>Month</b>	<b>Gallons</b>
--------------	----------------

June & July 2008

Estimated 2 Month Total Gallons	17600
Actual 2 Month Total Gallons	5000
Overbilled Gallons	12600



Service To:  
**AMERICAN CONDOMINIUM PARKS,  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS, FL 33541-7332  
Lot: 00000011 Block:**

Account Number:  
**000897484 0640324**

ZEPHYR SHORES

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

Tel: **877.987.2782**

Fax: **866.780.8292**

e Mail: **custserv@aquaaamerica.com**

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

Bill Date

**June 25, 2008**

Total Amount Due

**\$ 199.61**

Due Date

**July 17, 2008**

**JUL 01 2008**

### Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
18585325	1 1/2"	06/20/08	16	Estimated	3587800	8,800	Gallons
		06/04/08		Actual	3579000		
Average Daily Usage = 550 Gallons		Total Days: 16		Total Usage:		8,800	Gallons

### Billing Detail

Amount Owed from Last Bill .....	\$ 0.00
Total Payments Received .....	0.00
<b>Balance .....</b>	<b>0.00</b>
Water Base Facility Charge .....	17.14
8,800 gallons @ \$0.00513 per gallon .....	45.15
Current Water Charges .....	62.29
Sewer Base Facility Charge .....	31.00
8,800 gallons @ \$0.01194 per gallon .....	105.07
Current Sewer Charges .....	136.07
Utility Tax .....	1.25
<b>Amount Due 07/17/08 .....</b>	<b>\$ 199.61</b>

APPROVED
ACCT NO. 4312
DATE 7/1/08
CHECK NO.
AMT.

Vc #  
7181

### Message Center

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

1336431

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

FL6512018

Return this portion with your payment

Service To:







AMERICAN CONDOMINIUM PARKS,  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS, FL 33541-7332  
Lot: 00000011 Block:

000897484 0640324

ZEPHYR SHORES

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

Tel: 877.987.2782

Fax: 866.780.8292

e Mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

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

Bill Date

Total Amount Due

Due Date

August 06, 2008

\$ 55.92

August 28, 2008

### Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
18585325	1 1/2"	07/30/08	56	Actual	3584000	5,000	Gallons
		06/04/08		Actual	3579000		
Average Daily Usage = 89 Gallons		Total Days: 56		Total Usage:		5,000	Gallons

### Billing Detail

AUG 14 2008

Amount Owed from Last Bill .....	\$ 242.01
Total Payments Received .....	0.00
<b>Balance .....</b>	<b>242.01</b>
Adjustments .....	441.62 Credit
Water Base Facility Charge .....	59.98
5,000 gallons @ \$0.00513 per gallon .....	25.65
Current Water Charges .....	85.63
Sewer Base Facility Charge .....	108.49
5,000 gallons @ \$0.01194 per gallon .....	59.70
Current Sewer Charges .....	168.19
Utility Tax .....	1.71
<b>Amount Due 08/28/08 .....</b>	<b>\$ 55.92</b>

APPROVED
ACCOUNT 4702
DATE
CHECK NO.
AMT.

#515  
UCA# 7212

### Message Center

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

1336431

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6512018

Return this portion with your payment

Service To:

<b>Month</b>	<b>Gallons</b>
--------------	----------------

May 2008

Estimated Gallons	8700
Actual Gallons	4000
Overbilled Gallons	4700



# AQUA

AMERICAN CONDOMINIUM PARKS,  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS, FL 33541-7332  
Lot: 00000011 Block:

JUN 16 2008

000897484 0640324

ZEPHYR SHORES

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

Tel: 877.987.2782

Fax: 866.780.8292

e Mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

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

Bill Date

June 06, 2008

Total Amount Due

\$ 159.58

Due Date

June 30, 2008

## Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
18585325	1 1/2"	06/04/08 05/01/08	34	Actual Actual	3579000 3575000	4,000	Gallons
Average Daily Usage = 117 Gallons		Total Days: 34		Total Usage:		4,000	Gallons

## Billing Detail

Amount Owed from Last Bill .....	\$ 216.05
Total Payments Received .....	0.00
<b>Balance</b> .....	<b>216.05</b>
Adjustments .....	216.05 Credit
Water Base Facility Charge .....	32.13
4,000 gallons @ \$0.00513 per gallon .....	20.52
Current Water Charges .....	52.65
Sewer Base Facility Charge .....	58.12
4,000 gallons @ \$0.01194 per gallon .....	47.76
Current Sewer Charges .....	105.88
Utility Tax .....	1.05
<b>Amount Due 06/30/08</b> .....	<b>\$ 159.58</b>

APPROVED <i>E.T.C.</i>
ACCOUNT <i>4312</i>
DATE <i>6-16-08</i>
CHECK NO.
AMT.

# 515  
VC # 7153

## Message Center

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

1336431

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6512018

Return this portion with your payment.

Service To:

AMERICAN CONDOMINIUM PARKS

<b>Month</b>	<b>Gallons</b>
--------------	----------------

April 2008

Estimated Gallons	9100
Actual Gallons	5100
Overbilled Gallons	4000



Service To:  
**AMERICAN CONDOMINIUM PARKS,**  
**35136 CONDOMINIUM BLVD**  
**ZEPHYRHILLS, FL 33541-7332**  
**Lot: 00000011 Block:**

Account Number  
**000897484 0640324**  
**ZEPHYR SHORES**

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

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

Questions about your water/sewer service?... Contact us before the due date.  
 Bill Date **April 23, 2008** Total Amount Due **\$ 480.12** Due Date **May 15, 2008**

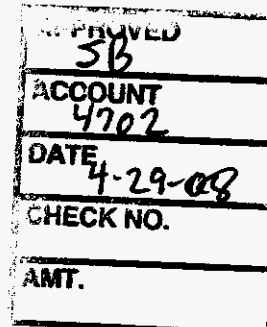
### Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
18585325	1 1/2"	04/21/08 03/19/08	33	Estimated Estimated	3579000 3569900	9,100	Gallons
Average Daily Usage = 275 Gallons		Total Days: 33		APR 29 2008		Total Usage: 9,100	Gallons

### Billing Detail

Amount Owed from Last Bill ..... \$ 238.99  
 Total Payments Received ..... 0.00  
**Balance ..... 238.99**  
 Water Base Facility Charge Water at Old Rate ..... 26.74  
 7,721 gallons @ \$0.00503 per gallon ..... 38.84  
 Current Water Charges At Old Rate ..... 65.58  
 Water Base Facility Charge Water at Current Rate ..... 4.87  
 Next 1,379 gallons @ \$0.00513 per gallon ..... 7.07  
 Current Water Charges at Current Rate ..... 11.94  
 Current Water Charges ..... 77.52  
 Sewer Base Facility Charge Sewer at Old Rate ..... 48.30  
 7,721 gallons @ \$0.01146 per gallon ..... 88.49  
 Current Sewer Charges At Old Rate ..... 136.79

Sewer Base Facility Charge Sewer at Current Rate ..... 8.81  
 Next 1,379 gallons @ \$0.01194 per gallon ..... 16.46  
 Current Sewer Charges at Current Rate ..... 25.27  
 Current Sewer Charges ..... 162.06  
 Utility Tax ..... 1.55  
**Amount Due 05/15/08 ..... \$ 480.12**



### Message Center

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

1336431

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

FL6512018

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

## AQUA Water/Sewer Bill

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

Service To:  
**AMERICAN CONDOMINIUM PARKS,**  
**35136 CONDOMINIUM BLVD**  
**ZEPHYRHILLS, FL 33541-7332**  
**Lot: 00000011 Block:**

Account Number  
**000897484 0640324**  
 Total Amount Due **\$ 480.12** Due Date **May 15, 2008**

Amount Enclosed

\$

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

Seq=900 Cyc=33PJ 1up=598583

**\*\*AUTO\*\*SCH 5-DIGIT 33540 C 4 P 7**  
**AMERICAN CONDOMINIUM PARKS, INC**  
**35136 CONDOMINIUM BLVD**  
**ZEPHYRHILLS FL 33541-7332**



00089748406403240000000480129



# AQUA

AMERICAN CONDOMINIUM PARKS,  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS, FL 33541-7332  
Lot: 00000011 Block:

000897484 0640324  
ZEPHYR SHORES

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

Tel: 877.987.2782  
Fax: 866.780.8292  
e Mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

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

Bill Date

Total Amount Due

Due Date

May 05, 2008

\$ 453.21

May 28, 2008

## Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
18585325	1 1/2"	05/01/08	43	Actual	3575000	5,100	Gallons
		03/19/08		Estimated	3569900		
Average Daily Usage = 118 Gallons		Total Days: 43		Total Usage:		5,100	Gallons

## Billing Detail

Amount Owed from Last Bill ..... \$ 480.12  
Total Payments Received ..... 0.00  
**Balance** ..... **480.12**  
Adjustments ..... 241.13 Credit  
Water Base Facility Charge Water at Old Rate ..... 29.41  
3,321 gallons @ \$0.00503 per gallon ..... 16.71  
Current Water Charges At Old Rate ..... 46.12  
Water Base Facility Charge Water at Current Rate ..... 16.06  
Next 1,779 gallons @ \$0.00513 per gallon ..... 9.13  
Current Water Charges at Current Rate ..... 25.19  
Current Water Charges ..... 71.31  
Sewer Base Facility Charge Sewer at Old Rate ..... 53.13  
3,321 gallons @ \$0.01146 per gallon ..... 38.06  
Current Sewer Charges At Old Rate ..... 91.19

Sewer Base Facility Charge Sewer at Current Rate 29.06  
Next 1,779 gallons @ \$0.01194 per gallon ..... 21.24  
Current Sewer Charges at Current Rate ..... 50.30  
Current Sewer Charges ..... 141.49  
Utility Tax ..... 1.42  
**Amount Due 05/28/08** ..... **\$ 453.21**

APPROVED
E.T.R.
ACCOUNT
43/2
DATE
5-13-08
CHECK NO.
AMT.

# 515  
VCA# 7124

## Message Center

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

1336431

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

FL6512018

Return this portion with your payment.

Service To:

<u>Month</u>	<u>Gallons</u>
--------------	----------------

Sept 2007 thru Dec 2007

Did not have to pay anything during these months due to previous months overbilling



# AQUA

Service To:  
AMERICAN CONDOMINIUM PARKS,  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS, FL 33541-7332  
Lot: 0000001 Block:

Account Number:  
**000897484 0640324**  
ZEPHYR SHORES

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

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

Questions about your water/sewer service?... Contact us before the due date.  
Bill Date  
Credit Balance  
**November 01, 2007 (\$ 360.77)**

**NOV 12 2007**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	18585325	1 1/2"	10/23/07 09/05/07	48	Estimated Actual	3535100 3520000	15,100	Gallons
Average Daily Usage = 314 Gallons			Total Days: 48		Total Usage:		15,100	Gallons

## Billing Detail

Amount Owed from Last Bill .....	\$ 753.80	Credit
Total Payments Received .....	0.00	
<b>Balance .....</b>	<b>753.80</b>	<b>Credit</b>
Water Base Facility Charge .....	50.42	
15,100 gallons @ \$0.00503 per gallon .....	75.95	
Current Water Charges .....	126.37	
Sewer Base Facility Charge .....	91.09	
15,100 gallons @ \$0.01146 per gallon .....	173.04	
Current Sewer Charges .....	264.13	
Utility Tax .....	2.53	
<b>Amount Due 11/26/07 .....</b>	<b>\$ 360.77</b>	<b>Credit</b>

APPROVED <i>E.P.R.</i>
ACCOUNT <i>4702</i>
DATE <i>11-12-07</i>
CHECK NO.
AMT.

## Message Center

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

1336431

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

FL6512018 AP-515-A-0  
REV 01/07

## AQUA Water/Sewer Bill

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

Service To:  
AMERICAN CONDOMINIUM PARKS,  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS, FL 33541-7332  
Lot: 0000001 Block:

Account Number  
**000897484 0640324**  
Credit Balance  
**(\$ 360.77)**

## Do Not Pay

You have a credit balance on your account.

Seq=237 Cyc=33PJ 1up=498675

\*\*AUTO\*\*SCH 5-DIGIT 33540 C I P 3  
AMERICAN CONDOMINIUM PARKS, INC  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS FL 33541-7332



00089748406403240000000360776





AMERICAN CONDOMINIUM PARKS,  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS, FL 33541-7332  
Lot: 0000001 Block:

Account Number  
**000897484 0640324**  
ZEPHYR SHORES

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

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

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

Bill Date  
**December 07, 2007 (\$ 440.48)**

Credit Balance

**DEC 17 2007**

### Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
18585325	1 1/2"	11/16/07	72	Actual	3526000	6,000	Gallons
		09/05/07		Actual	3520000		
Average Daily Usage = 83 Gallons		Total Days: 72		Total Usage:		6,000	Gallons

### Billing Detail

Amount Owed from Last Bill ..... \$ 46.49 Credit  
Total Payments Received ..... 0.00  
**Balance** ..... **46.49 Credit**  
Adjustments ..... 707.31 Credit  
Water Base Facility Charge ..... 75.62  
6,000 gallons @ \$0.00503 per gallon ..... 30.19  
Current Water Charges ..... 105.81  
Sewer Base Facility Charge ..... 136.63  
6,000 gallons @ \$0.01146 per gallon ..... 68.76  
Current Sewer Charges ..... 205.39  
Utility Tax ..... 2.12  
**Amount Due 12/31/07** ..... **\$ 440.48 Credit**

APPROVED
ACCOUNT
DATE
CHECK NO.
AMT.

### Message Center

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

1336431

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

FL6512018AP-515-A-0  
REV 01/07

## AQUA Water/Sewer Bill

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

Service To:  
**AMERICAN CONDOMINIUM PARKS,  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS, FL 33541-7332  
Lot: 0000001 Block:**

Account Number  
**000897484 0640324**  
Credit Balance  
**(\$ 440.48)**

**Do Not Pay**

You have a credit balance on your account.

Seq=45171 Cyc= 1up=554700

\*\*\*\*\*AUTO\*\*MIXED AADC 189 C 126 P 149  
AMERICAN CONDOMINIUM PARKS, INC  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS FL 33541-7332



00089748406403240000000440486





Service To:  
**AMERICAN CONDOMINIUM PARKS,  
 35136 CONDOMINIUM BLVD  
 ZEPHYRHILLS, FL 33541-7332  
 Lot: 0000001 Block:**

Account Number  
**000897484 0640324**  
 ZEPHYR SHORES

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

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

Questions about your water/sewer service?... Contact us before the due date.  
 Bill Date  
**November 30, 2007 (\$ 46.49)**  
 Credit Balance

## Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
18585325	1 1/2"	11/28/07	36	Estimated	3547600	12,500	Gallons
		10/23/07		Estimated	3535100		
Average Daily Usage = 347 Gallons		Total Days: 36		Total Usage:		12,500	Gallons

## Billing Detail

Amount Owed from Last Bill ..... \$ 360.77 Credit  
 Total Payments Received..... 0.00  
**Balance..... 360.77 Credit**  
 Water Base Facility Charge ..... 37.81  
 12,500 gallons @ \$0.00503 per gallon..... 62.88  
 Current Water Charges..... 100.69  
 Sewer Base Facility Charge ..... 68.32  
 12,500 gallons @ \$0.01146 per gallon..... 143.26  
 Current Sewer Charges ..... 211.58  
 Utility Tax..... 2.01  
**Amount Due 12/24/07..... \$ 46.49 Credit**

<b>APPROVED</b> 
<b>ACCOUNT</b>
<b>DATE</b> 12/17/07
<b>CHECK NO.</b>
<b>AMT.</b>

## Message Center

- Please note your account number is a 16-digit number. The full 16-digits must be provided to ensure correct posting of your Aqua payment.
- This bill includes refunds in the form of multiple credits listed as "Adjustments" on this bill. The credits, which are itemized, include the cost paid for water and, or wastewater, plus interest, and the county surcharge (if applicable). The refunds are due to you for the higher interim rates approved by the Florida Public Service Commission and charged to you between April 12 and August 30, 2007.

1336431

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

FL6512018AP-515-A-0  
 REV 01/07

## AQUA Water/Sewer Bill

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

Service To:  
**AMERICAN CONDOMINIUM PARKS,  
 35136 CONDOMINIUM BLVD  
 ZEPHYRHILLS, FL 33541-7332  
 Lot: 0000001 Block:**

Account Number  
**000897484 0640324**  
 Credit Balance  
**(\$ 46.49)**

## Do Not Pay

You have a credit balance on your account.

Seq=214 Cyc=33PJ 1up=551793

\*\*AUT0\*\*SCH 5-DIGIT 33540 C 1 P 3  
 AMERICAN CONDOMINIUM PARKS, INC  
 35136 CONDOMINIUM BLVD  
 ZEPHYRHILLS FL 33541-7332



00089748406403240000000046493



# AQUA

Service To:  
AMERICAN CONDOMINIUM PARKS,  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS, FL 33541-7332  
Lot: 0000001 Block:

Account Number

000897484 0640324

ZEPHYR SHORES

JAN 08 2008

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

Tel: 877.987.2782

Fax: 866.780.8292

e Mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

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

Bill Date

Credit Balance

December 31, 2007 (\$ 113.03)

## Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
18585325	1 1/2"	12/27/07	41	Estimated	3538400	12,400	Gallons
		11/16/07		Actual	3526000		
Average Daily Usage = 302 Gallons		Total Days: 41		Total Usage:		12,400	Gallons

## Billing Detail

Amount Owed from Last Bill .....	\$ 440.48 Credit
Total Payments Received .....	0.00
<b>Balance .....</b>	<b>440.48 Credit</b>
Water Base Facility Charge .....	43.06
12,400 gallons @ \$0.00503 per gallon .....	62.37
Current Water Charges .....	105.43
Sewer Base Facility Charge .....	77.80
12,400 gallons @ \$0.01146 per gallon .....	142.11
Current Sewer Charges .....	219.91
Utility Tax .....	2.11
<b>Amount Due 01/22/08 .....</b>	<b>\$ 113.03 Credit</b>

APPROVED
ACCOUNT
4312
DATE
1/8/08
CHECK NO.
AMT.

## Message Center

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

1336431

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6512018

## AQUA Water/Sewer Bill

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

Service To:

AMERICAN CONDOMINIUM PARKS,  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS, FL 33541-7332  
Lot: 0000001 Block:

Account Number

000897484 0640324

Credit Balance

(\$ 113.03)

## Do Not Pay

You have a credit balance on your account.

Seq=667 Cyc=33PJ 1up=561403

\*\*AUT0\*\*SCH 5-DIGIT 33540 C 2 P 4  
AMERICAN CONDOMINIUM PARKS, INC  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS FL 33541-7332

|||||

00089748406403240000000113035



<u>Month</u>	<u>Gallons</u>
--------------	----------------

April 2007 thru August 2007

Estimated Gallons	57900
Actual Gallons	10500
Overbilled Gallons	47400

# AQUA

Service To:  
**AMERICAN CONDOMINIUM PARKS,**  
**35136 CONDOMINIUM BLVD**  
**ZEPHYRHILLS, FL 33541-7332**  
**Lot: 0000001 Block:**

Account Number  
**000897484 0640324**  
**ZEPHYR SHORES**

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

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

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

Bill Date  
**October 01, 2007**  
 Credit Balance  
**(\$ 753.80)**

**OCT 04 2007**

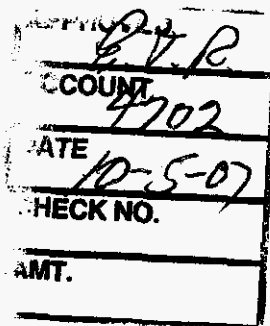
## Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
18585325	1 1/2"	09/05/07	160	Actual	3520000	10,500	Gallons
		03/29/07		Estimated	3509500		
Average Daily Usage = 65 Gallons		Total Days: 160		Total Usage:		10,500	Gallons

## Billing Detail

Amount Owed from Last Bill ..... \$ 369.02  
 Total Payments Received ..... 0.00  
**Balance** ..... **369.02**  
 Adjustments ..... 1,772.04 Credit  
 Water Base Facility Charge Water at Old Rate ..... 13.65  
 853 gallons @ \$0.00503 per gallon ..... 4.29  
 Current Water Charges At Old Rate ..... 17.94  
 Water Base Facility Charge Water at Current Rate ..... 154.40  
 Next 9,647 gallons @ \$0.00503 per gallon ..... 48.51  
 Current Water Charges at Current Rate ..... 202.91  
 Current Water Charges ..... 220.85  
 Sewer Base Facility Charge Sewer at Old Rate ..... 24.67  
 853 gallons @ \$0.01146 per gallon ..... 9.78  
 Current Sewer Charges At Old Rate ..... 34.45

Sewer Base Facility Charge Sewer at Current Rate ..... 278.96  
 Next 9,647 gallons @ \$0.01146 per gallon ..... 110.54  
 Current Sewer Charges at Current Rate ..... 389.50  
 Current Sewer Charges ..... 423.95  
 Utility Tax ..... 4.42  
**Amount Due 10/25/07** ..... **\$ 753.80 Credit**



## Message

- Please not
- This bill is increase. I you paid, I

**REVISED BILL FOR**  
**APRIL 2007 THRU**  
**AUGUST 2007**

its must be provided to ensure correct posting of your Aqua payment.  
 2007, when the Florida Public Service Commission approved an interim rate  
 you will receive a refund in the form of a credit on your bill for the interim rates

133643

## REVERSE SIDE FOR OTHER INFORMATION

FL651201BAP-515-A-0  
 REV 01/07

**AQ**

**Aqua**  
 762 W

Service To:  
**AMERICAN CONDOMINIUM PARKS,**  
**35136 CONDOMINIUM BLVD**  
**ZEPHYRHILLS, FL 33541-7332**  
**Lot: 0000001 Block:**

Account Number  
**000897484 0640324**  
 Credit Balance  
**(\$ 753.80)**

**Do Not Pay**

You have a credit balance on your account.

Seq=229 Cyc=33PJ 1up=383348

**\*\*AUT0\*\*SCH 5-DIGIT 33541 C 1 P 3**  
**AMERICAN CONDOMINIUM PARKS, INC**  
**35136 CONDOMINIUM BLVD**  
**ZEPHYRHILLS FL 33541-7332**



00089748406403240000000753806





AMERICAN CONDO PK INC  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS, FL 33541-7332  
Lot: 0000001 Block:

Account Number  
**000897484 0640324**  
ZEPHYR SHORES

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

Tel: **877.987.2782**

Fax: **866.780.8292**

e Mail: **custserv@aquaaamerica.com**

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

Bill Date

**May 01, 2007**

Total Amount Due

**\$ 332.63**

Due Date

**May 23, 2007**

**MAY 08 2007**

### Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
18585325	1 1/2"	04/26/07	28	Estimated	3521500	12,000	Gallons
		03/29/07		Estimated	3509500		
Average Daily Usage = 428 Gallons		Total Days: 28		Total Usage:		12,000	Gallons

### Billing Detail

Amount Owed from Last Bill .....	\$ 298.12
Total Payments Received .....	298.12
<b>Balance</b> .....	<b>0.00</b>
Current Water Charges .....	93.33
Current Sewer Charges .....	237.44
Utility Tax .....	1.86
<b>Amount Due 05/23/07</b> .....	<b>\$ 332.63</b>

APPROVED
ACCOUNT 4702
DATE
CHECK NO.
AMT.

# 515  
VC # 6675

### Message Center

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

1336431

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

FL6512018 AP-515-A-0  
REV 01/07

# AQUA

Service To:  
AMERICAN CONDO PK INC  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS, FL 33541-7332  
Lot: 0000001 Block:

JUN 11 2007

Account Number  
**000897484 0640324**  
ZEPHYR SHORES

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

Tel: **877.987.2782**

Fax: **866.780.8292**

e Mail: **custserv@aquasamerica.com**

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

Bill Date

**June 06, 2007**

Total Amount Due

**\$ 369.02**

Due Date

**June 28, 2007**

## Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
18585325	1 1/2"	05/31/07	35	Estimated	3533400	11,900	Gallons
		04/26/07		Estimated	3521500		
Average Daily Usage = 340 Gallons		Total Days: 35		Total Usage:		11,900	Gallons

## Billing Detail

Amount Owed from Last Bill ..... \$ 332.63  
Total Payments Received ..... 332.63  
**Balance..... 0.00**  
Water Base Facility Charge ..... 31.24  
11,900 gallons @ \$0.00528 per gallon ..... 62.83  
Current Water Charges ..... 94.07  
Sewer Base Facility Charge ..... 80.41  
11,900 gallons @ \$0.01619 per gallon ..... 192.66  
Current Sewer Charges ..... 273.07  
Utility Tax ..... 1.88  
**Amount Due 06/28/07 ..... \$ 369.02**

# 515  
VC # 6713

APPROVED
ACCOUNT 4702
DATE 6-12-07
CHECK NO.
AMT.

## Message Center

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

1336431

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

FL6512018AP-515-A-0  
REV 01/07





Service to:  
**AMERICAN CONDO PK INC**  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS, FL 33541-7332  
Lot: 0000001 Block:

Account Number  
**000897484 0640324**  
ZEPHYR SHORES

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

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

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

Bill Date  
**July 02, 2007**

Total Amount Due  
**\$ 330.19**

Due Date  
**July 25, 2007**

### Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
18585325	1 1/2"	06/27/07	27	Estimated	3543500	10,100	Gallons
		05/31/07		Estimated	3533400		
Average Daily Usage = 374 Gallons		Total Days: 27		Total Usage:		10,100	Gallons

### Billing Detail

Amount Owed from Last Bill .....	\$ 369.02
Total Payments Received .....	369.02
<b>Balance</b> .....	<b>0.00</b>
Water Base Facility Charge .....	31.24
10,100 gallons @ \$0.00528 per gallon .....	53.33
Current Water Charges .....	84.57
Sewer Base Facility Charge .....	80.41
10,100 gallons @ \$0.01619 per gallon .....	163.52
Current Sewer Charges .....	243.93
Utility Tax .....	1.69
<b>Amount Due 07/25/07 .....</b>	<b>\$ 330.19</b>

**JUL 10 2007**

APPROVED
ACCOUNT 4702
DATE 7/11/07
CHECK NO.
AMT.

# 515  
UC# 6743

### Message Center

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



AMERICAN CONDO PK INC  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS, FL 33541-7332  
Lot: 0000001 Block:

Account Number

000897484 0640324

ZEPHYR SHORES

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

Tel: 877.987.2782  
Fax: 866.780.8292  
e Mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

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

Bill Date

Total Amount Due

Due Date

August 01, 2007

\$ 371.18

August 24, 2007

### Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
18585325	1 1/2"	07/27/07	30	Estimated	3555500	12,000	Gallons
		06/27/07		Estimated	3543500		
Average Daily Usage = 400 Gallons		Total Days: 30		Total Usage:		12,000	Gallons

### Billing Detail

AUG 07 2007

#515  
VC #6765

Amount Owed from Last Bill	\$ 330.19
Total Payments Received	330.19
<b>Balance</b>	<b>0.00</b>
Water Base Facility Charge	31.24
12,000 gallons @ \$0.00528 per gallon	63.36
Current Water Charges	94.60
Sewer Base Facility Charge	80.41
12,000 gallons @ \$0.01619 per gallon	194.28
Current Sewer Charges	274.69
Utility Tax	1.89
<b>Amount Due 08/24/07</b>	<b>\$ 371.18</b>

APPH	<i>E. V. R</i>
ACCOUNT	4702
DATE	8-8-07
CHECK NO.	
AMT.	

### Message Center

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

1336431

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6512018PAP-515-A-0  
REV 01/07

# AQUA

Service To:  
**AMERICAN CONDOMINIUM PARKS,  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS, FL 33541-7332  
Lot: 0000001 Block:**

Account Number  
**000897484 0640324**  
ZEPHYR SHORES

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

Tel: **877.987.2782**

Fax: **866.780.8292**

e Mail: **custserv@aquaaamerica.com**

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

Bill Date

**August 30, 2007**

Total Amount Due

**\$ 369.02**

Due Date

**September 21, 2007**

## Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
18585325	1 1/2"	08/27/07	31	Estimated	3567400	11,900	Gallons
		07/27/07		Estimated	3555500		
Average Daily Usage = 383 Gallons		Total Days: 31		Total Usage:		11,900	Gallons

## Billing Detail

Amount Owed from Last Bill ..... \$ 371.18  
Total Payments Received ..... 371.18  
**Balance** ..... **0.00**  
Water Base Facility Charge ..... 31.24  
11,900 gallons @ \$0.00528 per gallon ..... 62.83  
Current Water Charges ..... 94.07  
Sewer Base Facility Charge ..... 80.41  
11,900 gallons @ \$0.01619 per gallon ..... 192.66  
Current Sewer Charges ..... 273.07  
Utility Tax ..... 1.88  
**Amount Due 09/21/07** ..... **\$ 369.02**

**SEP 05 2007**

APPROVED <i>E.F.R.</i>
ACCOUNT <i>4207</i>
DATE <i>9-6-07</i>
CHECK NO.
AMT.

## Message Center

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

1336431

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

FL6512018AP-S15-A-0  
REV 01/07

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

Service To:

**AMERICAN CONDOMINIUM PARKS,  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS, FL 33541-7332  
Lot: 0000001 Block:**

# AQUA Water/Sewer Bill

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

Account Number

**000897484 0640324**

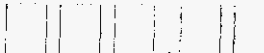
Total Amount Due

**\$ 369.02**

Due Date

**September 21, 2007**

Amount Enclosed

\$ 

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

Seq=174 Cyc=33PJ 1up=366775

**\*\*AUTO\*\*SCH 5-DIGIT 33541 C 1 P 3  
AMERICAN CONDOMINIUM PARKS, INC  
35136 CONDOMINIUM BLVD  
ZEPHYRHILLS FL 33541-7332**



00089748406403240000000369027



**American Condominium Park – Zephyrhills  
35136 Condominium Blvd.  
Zephyrhills, FL 33541  
813-783-7398**

**RE: Florida Public Service Commission - Customer Service Hearing  
July 8, 2008 Lakeland, Florida  
Docket # 080121-WS**

The following represents many of the concerns of the 307 owners of the American Condominium Park - Zephyrhills regarding the proposed rate increase. The American Condo Park is an owner occupied Recreational Vehicle Park with approximately 80% modest park models and the remainders, are lots suitable for trailers or motor homes, with individual meters. Approximately 2/3 of residents are "snowbirds" that typically stay 3 to 6 months.

Our intent today is to plead that the need for a rate increase be proven, and that if proven, that it be reasonable and fair.

Our understanding of the proposed increase, based upon the Notice dated June 20, 2008 and telephone discussions with Aqua Florida Personnel, is as follows:

<b>Present Basic Rate (Not based upon usage)</b>	<b>Proposed Basic Rate (Based upon 5000 gallons/mo. usage)</b>
<b>\$6.30 water</b>	<b>\$21.92 (an 248% Increase)</b>
<b>\$11.39 wastewater</b>	<b>\$45.26 (an 297% increase)</b>

These Basic Rates are proposed be effective March 2009 are intended to be effective whether there is a water and wastewater usage or not.

We understand that the proposed increase would be offset by a modest decrease in the price per 1000 gallons of water. While this is appreciated, it's effect is minimal when combined with the enormous Basic Rate Increase and Will do nothing to promote the conservation of water.

We do not understand the reason for basing the Proposed Basic Rate increases on 5000 gallons/month usage. These are modest homes, which typically use between 1000 to 2000 gallons per month. A neighboring utility (Pasco County) has Base rates of \$7.90 for water and \$6.92 for wastewater treatment, which is 22% of the proposed increased Base Rates for Aqua Utilities.

Our concern is that the proposed Basic Rate increases are excessive. Increases of this amount are practically unheard of, in any venue, and we ask that the Public Service Commission not approve them.

Secondly, the idea of charging customers the Basic Rate for water and wastewater when no water or wastewater is being used defies logic and borders on the unconscionable, and is grossly unfair to our seasonal residents, all of whom are on fixed incomes.

We understand that this hearing is limited to the Proposed Rate Increase, but we feel that it is appropriate to note that while the chemical analysis of the water always meets state guidelines, it doesn't meet the "taste test" of most residents. Many residents purchase bottle water for drinking and cooking. Some residents also complain of fixture damage, such as nozzle clogging, pitting and erosion.

Billing by Aqua Utilities Florida is usually uncertain. Meters are unread for months and bills are estimated. People with small fixed incomes do better with predictable utility bills.

In our judgment, a fairer and more understandable approach would be to keep the Basic Rates for water and wastewater treatment lower and increase the per gallon cost of water. This would promote conservation of this vital resource and charge the people who are actually using the water. If this rate increase is granted our water bills will be equally to our Electric bills.

Our hope is that the Public Service Commission will study the matter thoroughly and if a rate increase is actually justified by actual facts provided by Aqua Utilities, that it be more understandable, reasonable and fair.

Thank you for your consideration in this important matter.

Sincerely,

For The Board of Directors and their Residents

American Condo Park

Sat. 8:30 pm

FLORIDA PUBLIC SERVICE COMMISSION - CUSTOMER SERVICE HEARING

JULY 8, 2008 LAKELAND, FLORIDA

DOCKET No.080121 - WS

The following represents many of the concerns of the 307 owners of the American Condominium Park - Zephyrhills regarding the proposed rate increase. The American Condo Park is an owner occupied Recreational Vehicle Park with approximately 80% modest park models and the remainder, lots suitable for trailers or motor homes. The overwhelming majority of residents are "snowbirds" who typically stay 3 to 6 months.

Our intent today is to plead that the need for a rate increase should be proven, and that if proven, that it be reasonable and fair.

Our understanding of the proposed increase, based upon the Notice dated June 20, 2008 and telephone discussions with Aqua Florida personnel, is as follows:

Present Basic Rate (not based upon usage)	Proposed Basic Rate (based upon 5000 gallons/mo. Usage)	
\$ 6.30 water	\$ 21.92	( a 248% increase)
\$11.39 waste treatment	\$ 45.26	( a 297% increase)

These Basic Rates are proposed to be effective in March 2009 are intended to be effective whether there is water usage or not.

We understand that the proposed increase would be offset by a modest decrease in the price per 1000 gallons of water. While this is appreciated, it's effect is minimal when combined with the enormous Basic Rate increase and will do nothing to promote the conservation of water.

We do not understand the reason for basing the Proposed Basic Rate increases on 5000 gallons/month usage. These are modest homes which typically use between 1000 to 2000 gallons/month. A neighboring utility (Pasco County) ~~bases their charges upon 4000 gallons/month~~, but has much lower Base Rates for water and waste water treatment. *then Aqua is currently charging.*

Our concern is that the proposed Basic Rate increases are excessive. Increases of 248% and 297% are practically unheard of, in any venue, and we ask that the Public Service Commission not approve them.

Secondly, the idea of charging customers the Basic Rate for water and waste treatment when no water is being used and no waste is being treated defies logic and borders on the unconscionable. This appears to be an outrageous "money grab" with no thought of our residents ability to pay.

**We understand that this hearing is limited to the Proposed Rate Increase, but we feel that it is appropriate to note that while the chemical analysis of the water always meets state guidelines, it doesn't meet the "taste test" of most residents. Many residents purchase bottled water for drinking and cooking. Some residents also complain of fixture damage.**

**Billing by Aqua Utilities Florida is usually uncertain. Meters are unread for months and bills are estimated. People with small fixed incomes do better with predictable utility bills.**

**In our judgment, a fairer and more understandable approach would be to keep the Basic Rates for water and wastewater treatment lower and increase the per gallon cost of water. This would promote conservation of this vital resource and charge the people who are actually using the water.**

**Also, we feel that charging the Basic Rates for water and wastewater treatment, ~~when no water is being used or no waste being treated~~, is grossly unfair to our seasonal residents, all of whom are on fixed incomes.**

**Our hope is that the Public Service Commission will study the matter thoroughly and if a rate increase is actually justified, that it be more understandable, reasonable, and fair.**

**Thank you for your consideration in this important matter.**

**Sincerely,**

**Board of Directors & Residents  
American Condo Park**

**Eat/07/05/08**

ORLANDO SENTINTEL.COM

JULY 16, 2008

### **Hearing focuses on water rates**

July 16, 2008

**MOUNT DORA -** Aqua Utilities Florida representatives will take part in a Public Service Commission hearing today in Mount Dora about a proposed increase in water and sewer rates.

The utility company, which serves nearly 4,700 customers in Lake County and north Orange County, is asking the state commission for permission to raise its rates statewide.

Under the current rate, a family using 5,000 gallons of water a month pays \$16.44, company officials said. Under the proposed rate, the same family would pay \$40.92 -- more than triple the cost today.

Today's public hearing is one of 10 required before the Public Service Commission can make a decision.

A similar hearing in Polk County last week drew about 30 angry residents.

Aqua has 47,000 customers statewide, including 6,000 in Lake, Orange, Polk, Seminole and Volusia counties.

Today's hearing starts at 6 p.m. at the Mount Dora Community Center, 520 Baker St.

*Martin E. Comas, Katie Gallagher and Helen Eckinger of the Sentinel*



JULY 17, 2008

Regional Report Central Florida in 60 seconds

**Double the water bills? Residents balk**

Martin E. Comas | Sentinel Staff Writer

July 17, 2008

MOUNT DORA - Angry residents — many of them elderly and living in mobile home parks in Lake County -- attended a state Public Service Commission hearing Wednesday to speak out against a proposal by Aqua Utilities Florida to raise water rates. One by one, they said they could not afford the new rate, which could more than double the price they pay for drinking water. Aqua, which provides water and sewer services to 47,000 customers statewide, including more than 3,500 in Lake and Orange counties, is asking the commission to raise its rates to a uniform level in 16 counties. Under the current rate in some neighborhoods, a family using 5,000 gallons of water month pays about \$20 a month, company officials said. Under the proposed rate, the same family would pay \$40.92 — more than double the cost. Two other hearings are scheduled for today at 10 a.m. and 6 p.m. at the Canterbury Retreat and Conference Center, 1601 Alafaya Trail, Oviedo.

ORLANDO SENTINEL.COM

JULY 22, 2008

## **Residents grumble about Aqua Utilities' proposed rate increase**

Martin E. Comas | Sentinel Staff Writer  
July 22, 2008

**TAVARES** - With the rising costs of gas and food, Madalyn Martin finds it hard to understand how Aqua Utilities Florida can propose raising its water rates.

"At a time when everything else is going up, some people are not going to be able to make it," said Martin, whose son lives in her home in Skycrest mobile-home park, which gets its water from Aqua Utilities. "This could be the straw that breaks the camel's back."

The higher costs for potable water would mean residents may "just have to go dirty," Martin said.

Aqua, which provides water and sewer services to 47,000 customers statewide, including more than 3,500 in Lake, Orange and Sumter counties, is asking the state's Public Service Commission to raise its rates to a uniform level.

The new uniform rate -- \$40.92 for the first 5,000 gallons of water used each month -- would almost triple what residents are now charged in some Lake neighborhoods.

It would raise \$8.3 million from Aqua's water and wastewater systems.

The PSC hopes to decide on the rate increase by early next year.

Gretchen Tower, an Aqua spokeswoman, said the rate increase is necessary to pay for \$30 million in improvements -- including adding new water mains, pipes and water-treatment facilities -- that the Pennsylvania-based company has made in Florida since 2004.

"This is the situation that we're in: We understand that no one wants higher bills. But this is a necessity for us," she said. "We're paying higher bills for everything, too."

During a PSC hearing in Mount Dora last week, Aqua regional president Christopher Franklin said many of the current rates are "10 and 15 years old" and a rate increase is "overdue."

But Martin says the jump is too high and too sudden.

The Skycrest development in Fruitland Park, according to Martin, is filled with elderly residents, many of whom are disabled.

"Financially, it would be devastating to these people," she said. Her son would see his monthly bill jump by more than \$24.

Last year, Aqua withdrew a request for a nearly \$7 million rate increase. Strong opposition from residents, combined with questionable data to support the rate hike, doomed the request before the PSC's final hearing in January.

Regarding the current proposal, John Barzyk, who lives in the Scottish Highlands neighborhood in Leesburg, would see his bill jump by 182 percent.

"I'm not opposed to a company trying to make money for itself and its stockholders, but I find this to be ridiculous and an embarrassment," he said. "I can't help but wonder what kind of mind-set they have."

*Martin E. Comas can be reached at [mcomas@orlandosentinel.com](mailto:mcomas@orlandosentinel.com) or 352-742-5927.*

JULY 28, 2008

## **McCollum steps in as Aqua seeks major utility-rate increases**

**Sandra Pedicini | Sentinel Staff Writer**  
July 26, 2008

Attorney General Bill McCollum moved Friday to intervene in the request of Aqua Utilities Florida for a rate increase, in hopes the Public Service Commission will reject it.

McCollum's intervention means that officials from his office can cross-examine witnesses and otherwise participate in the case, PSC officials said. The Attorney General's Office often intervenes in major rate cases.

"Aqua is obviously a big case because of the sheer volume of the systems that they have," PSC spokeswoman Bev DeMello said.

Aqua has 47,000 customers statewide, including more than 6,000 in Lake, Orange, Polk, Seminole and Volusia counties.

The company is asking for substantial increases — as high as 355 percent for water and 320 percent for wastewater service, depending on the system.

The PSC is set to consider an interim rate increase Tuesday. A decision on a more permanent rate is expected next year.

Aqua filed the request in May — less than a year after withdrawing a similar request and agreeing to improve customer service and water quality. Last year the Attorney General's Office also argued that the request should be rejected.

A statement by McCollum's office Friday said, "Customer service is substandard and the water quality remains poor." It noted testimony regarding health problems that for some people seemed to improve when they quit drinking tap water and began using bottled. Most of those complaints stemmed from the Chuluota area in Seminole County, officials with McCollum's office said.

"There is something seriously wrong with the water being supplied," Chuluota resident Kelly Sullivan said.

Aqua has talked with the city of Oviedo about the possibility of having the city

take over its Chuluota water system. On Friday, Christopher Franklin, Aqua America Inc. regional president, sent a letter to Oviedo Mayor Mary Lou Andrews suggesting an alternative: piping city water to Chuluota.

Tests of Chuluota water also have shown high levels of trihalomethanes, a class of chemicals linked, in some studies, to lower birth weights, stillbirths and some forms of cancer. They are a byproduct of chlorine used to treat the water.

Franklin said there is no proven link between water quality and health problems in Chuluota. He described the Chuluota water-quality issue as an isolated one that existed before his company took over that system in 2004. Officials shouldn't let it overshadow Aqua's need for a rate increase at its systems across the state, he said, which is necessary to keep up with escalating costs.

Aqua has been trying a new disinfecting system to deal with the trihalomethane problem. Department of Environmental Protection officials say that system malfunctioned but is expected to be running again by September.

*Sandra Pedicini can be reached at 386-851-7914 or [spedicini@orlandosentinel.com](mailto:spedicini@orlandosentinel.com).*

August 8, 2008

TO: ACPZ Board of Directors

Subject: Open Letter re: water rates

Gentleman, we have all received a notice from Aqua Utilities in regards to their request for an increase in our rates for water and wastewater service in our Park. This will have a great financial impact on our Park as well as the residents of the Park. It is my hope that you will meet and take a stand against this rate increase. I'm sure that you realize that this must be done before 4pm on Friday August 22, 2008.

If we do not act now to assist in controlling our costs for high ticket items such as this, the impact on our Park budget for years to come will definitely be more costly for every resident.

Please meet the deadline for all of us.

*George Schipper*

*Lot 107*

*John Butts*  
*Lot 85*

Cc: Finance Committee/ACPZ

**From:** "George Southworth" <gwsjr@earthlink.net>  
**To:** <AMCONDOPK@JUNO.COM>  
**Date:** Mon, 7 Jul 2008 14:56:33 -0400  
**Subject:** Aqua Water Increase

---

I would like to register my protest in this matter. The water we now get from Aqua is full of clay, has a bad taste, and leaves water spots on everything you wash. I was forced to have a Culligan Water Softening and Drinking Water system installed, at my cost, to make it drinkable. I can understand the need for a small increase to offset fuel cost but this request is beyond reasonable.

George Southworth  
35152 Diode Drive, Lot 18  
Zephyrhills FL 33541

# AQUA

**PETER HOUMERE**  
 35120 CYNTHIA AVE  
 ZEPHYRHILLS, FL 33541-7345  
 Lot: 00090005 Block:

**000897440 0640281**  
 ZEPHYR SHORES

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

Tel: 877.987.2782  
 Fax: 866.780.8292

e Mail: [custserv@aquasamerica.com](mailto:custserv@aquasamerica.com)

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

Bill Date  
**June 25, 2008**

Credit Balance  
**(\$ 133.94)**

## Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
98529758	5/8	06/20/08	28	Actual	59800	0	Gallons
		05/23/08		Actual	59800		
		Total Days:	28	Total Usage:		0	Gallons

## Billing Detail

Amount Owed from Last Bill .....  
 Total Payments Received.....  
**Balance.....**  
 Water Base Facility Charge .....  
 Current Water Charges.....  
 Sewer Base Facility Charge .....  
 Current Sewer Charges.....  
 Utility Tax.....  
**Amount Due 07/17/08 .....**

\$ 47.88  
 200.00  
**152.12 Credit**  
 6.42  
 6.42  
 11.63  
 11.63  
 0.13  
**\$ 133.94 Credit**  
**#19.18**

## Message Center

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

*call if needed*  
*cell 308-847-9222*

*Came Late Lot 232*

**JUL 08 2008**

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

FL6312018

99061104 PETER HOUMERE

CHECK PAYMENT NBR.: **212738**

DATE: **07/03/08**

INVOICE	DATE	DESCRIPTION	GROSS AMOUNT	DISCOUNT	NET AMOUNT
0000897440	06/30/08		145.18		145.18
<b>TOTAL:</b>			<b>\$145.18</b>		<b>\$145.18</b>

**AQUA UTILITIES FLORIDA, INC.**

Formerly AQUASOURCE UTILITY, INC. 762 LANCASTER AVE., BRYN MAWR, PA 19010



a schedule which is  
in the front of the  
above. When  
processing

Florida Public Service Commission.

Subject: Docket No. 080121-WS, regarding the  
rate increase by Aqua Utilities, Ft., Inc.

My name is: Peter Houmire

I reside at: American Condominium Park  
35136 Condominium Blvd.,  
Zephyrhills, FL 33541

1. I am unalterably opposed to the rate increase requested by Aqua Utilities.
2. Enclosed is a bill: June 25, 2008. Is this a due date?  
This bill arrived July 3; the envelope was marked  
"First class U.S. Postage Paid: Presort" No date or time  
from Bryn Mawr, P.A. to me at my summer home  
in Worcester, MA. (another late fee?)
3. I'm charged \$19+ for no usage.
  - a. I sent my bill with \$200.- to avoid more  
late fees and they sent \$145.18 back
4. Sometime in December of '07 some mail was  
(STORM)  
destroyed. I did not get a bill that month  
but in January of '08 both bills were  
included with a penalty for December.  
Aqua didn't break the law, but, do I need  
service from people like this.
5. I am 86 years old; Love Florida, hope to live  
twelve months there instead of six. Can I?  
Peter Houmire 1... 5<sup>th</sup> 2008

From: "Crowell" <ecrowell@auracom.com>  
To: <AMCONDOPK@JUNO.COM>  
Date: Mon, 7 Jul 2008 14:48:50 -0400 (Eastern Daylight Time)  
Subject: Aqua Utilities Florida-Hearing on July 8,2008

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Jim and Eleanor Crowell  
American Condo Park  
35128 Garber Lane  
Zephyrhills FL 33541-7324

Re: Docket No. 080121-WS  
Application for increased in water and wastewater rates

We feel the increase should be tied to the increased cost of the wholesale costs to resell the water.  
Example: if the provider of water has a 2% increase to Aqua then this 2% should be passed onto the Aqua customers.

Furthermore, Aqua get paid for every gallon of usage when in fact the water for washing cars and watering lawns etc. does not go down their sewer lines- Yet Aqua get paid sewer rate for every gallon.

Aqua's service is very poor with numerous billing inaccuracies and generally poor response to inquiries.

Our park of 307 residences have expressed interest in changing water utilities companies - However, Aqua owns the water lines under our streets. So we are captive customers. So we are not in favor of any increases that Aqua can not prove necessary and in fact we would like to see a decrease in sewer rates being charged.

Sincerely,

Jim and Eleanor Crowell

Jim and Ellie



☐ Add FUN to your email - [CLICK HERE!](#)

From: DanNFlo59@aol.com <DanNFlo59@aol.com>  
Subject: HI from Maine ref. Aqua Rate Increases  
To: sixacross@yahoo.com  
Date: Thursday, September 25, 2008, 8:38 PM

Hi Wanda,

Hope your having a good summer as I have. this is Flo by the way. I am writing to let you know that my bill for August 22, 2008 I was charge 1500 Gallons of water and sewer use and I am not there and it was an estimated reading. Well I went through this with them last year and here I go again. I called them and they said they would send a man out to read my meter well I received a credit for the wrong charge but they also on that bill increase my rate on both water and sewer I have been paying \$18.18 per month since I left Zephyrhills. Now on my September 11, 2008 bill I am paying \$21.85 per month and that is an increase of \$3.67 per month just for base charges. Now what is going on you say the increase has not gone through but they are charging for it any way ??? What should I do. Please get back to me on this ok if you can help me .

Flo Le Blanc Lot # 186.

*Flo + Dan Le Blanc  
4901 Baker Ave.  
Zephyrhills FL 33541*

**From:** Mary & Fuzzy b <marynfuzzy@msn.com>  
**To:** <amcondopk@juno.com>  
**Date:** Tue, 8 Jul 2008 10:34:55 -0400  
**Subject:** Aqua water sewer

---

we sent an email complaint regarding Aqua water sewer requested rate increase to the florida public service commission.

Richard and Mary Boucher, lot 170, 35133 Garber lane.

this message is being sent pursuant to your request received from ***Floridaprincesspita***? who sent us an email on behalf of the board of directors. (do not know who this is, but they claim to be the Board of Directors email address for american condo).



JUL 10 2008

Print - Close Window

Date: Wed, 2 Jul 2008 10:35:09 -0700 (PDT)  
From: "Pat Dimmer" <pcdimmer@sbcglobal.net>  
Subject: water rates  
To: amcondopk@juno.com

To: FLORIDA PUBLIC SERVICE COMMISSION  
Subject: Hearing on water rates, Docket No. 080121-WS

Dear FPSC Members,

We the undersigned, Donald F. Dimmer and Patricia C. Dimmer, residential customers, do not believe an increase in water and sewer rates as requested by Aqua Utilities Florida, Inc. are warranted or fair.

1. The base water charge of \$21.92 from \$6.30 is obscene, an increase of over 300%.  
The base wastewater charge of \$45.26 from \$11.39, almost 400% is also unfair.

As 6 month residence customers, we are obligated to pay these rates even without any water or sewerage usage.

2. The setup, as proposed, will penalize the people who are trying to conserve water and favor those who don't and use or waste our precious water reserves. With the proposed rates, the actual total cost per 1000 gallons actually decreases the more that is consumed. At a time when we should conserve water, we will reward those who use the most.

If any increase is necessary, reduce the base charges and increase the rate per 1000 gallon usage and people will conserve more.

Thank you, and help us conserve our water.

Donald F. Dimmer & Patricia C. Dimmer  
4807 Bobby Ave.  
Zephyrhills, FL 33541

# **AUF proposed rate increase effect on residential (5/8"X3/4") usage per 1000 Gallons**

## **Current Rates:**

water base	\$ per 1000	waste base	\$ per 1000
6.30		5.05	11.39
			11.46

	No usage	1000 gal	2000 gal.	3000 gal.	4000 gal.	5000 gal
Total Cost (prior rates)	17.69	34.20	50.71	67.22	83.73	100.24
Total cost per 1000 gallon usage		34.20	25.36	22.41	20.93	20.05

## **Proposed Final Rates:**

water base	\$ per 1000	waste base	\$ per 1000
21.92		3.80	45.26
			8.73

	No usage	1000 gal	2000 gal.	3000 gal.	4000 gal.	5000 gal
Total Cost (proposed final rate)	67.18	79.71	92.24	104.77	117.30	129.83
Total cost per 1000 gallon usage		79.71	46.12	34.92	29.33	25.97

<b>% increase over prior rate</b>	<b>280%</b>	<b>133%</b>	<b>82%</b>	<b>56%</b>	<b>40%</b>	<b>30%</b>
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D. Dimmer, 4807 Bobby Ave, Zephyrhills, FL 33541

July 3, 2008

To whom it may concern. I personally don't think Aqua water should receive a raise.

The water is poor quality, I don't drink the water, I buy bottled water, and bags of ice.

The water smells, my cat will not drink it, right after it comes out of the tap.

My bill is around \$2.00 with 2 cents every month.

I have tried to cut down on the use of the water. I wash dishes out of a pan & rinse in sink that is stepped up with water in it. My shower has a water shut off in it. You soap 1/2 of your body with the water turned off then rinse and do the other half same with washing hair. I don't think the need a raise. You can get city water cheaper than they charge,  
(over)

(2)

which also includes  
garbage pick up. & for one  
person says no to the raise  
in the price of water.

Thank you.

Mary E. Haidin  
35053 Cynthia Ave  
Lat 193  
Zephyrhills, FL  
33541



# AQUA

PETER HOUMERE  
35120 CYNTHIA AVE  
ZEPHYRHILLS, FL 33541-7345  
Lot: 00090005 Block:

000897440 0640281  
ZEPHYR SHORES

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

Tel: 877.987.2782  
Fax: 866.780.8292  
e Mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

Questions about your water/sewer service?... Contact us before the due date.  
Bill Date **June 25, 2008**  
Credit Balance **(\$ 133.94)**

## Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
98529758	5/8	06/20/08	28	Actual	59800	0	Gallons
		05/23/08		Actual	59800		
		Total Days:	28	Total Usage:		0	Gallons

## Billing Detail

Amount Owed from Last Bill .....  
Total Payments Received.....  
Balance.....  
Water Base Facility Charge .....  
Current Water Charges.....  
Sewer Base Facility Charge .....  
Current Sewer Charges.....  
Utility Tax.....  
Amount Due 07/17/08.....

\$ 47.88

200.00

152.12 Credit

6.42

6.42

11.63

11.63

0.13

\$ 133.94 Credit

~~\$ 19.18~~

## Message Center

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

Call if needed  
Cell 308-847-9222

Came Late Lot 232

JUL 08 2008

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

FL6312018

99061104 PETER HOUMERE

CHECK PAYMENT NBR:

212738

DATE:

07/03/08

INVOICE	DATE	DESCRIPTION	GROSS AMOUNT	DISCOUNT	NET AMOUNT
0000897440	06/30/08		145.18		145.18
TOTAL:			\$145.18		\$145.18

AQUA UTILITIES FLORIDA, INC.

Formerly AQUASOURCE UTILITY, INC. 762 LANCASTER AVE., BRYN MAWR, PA 19010

Page 1 of 1

Florida Public Service Commission.

Subject: Docket No. 080121-WS, regarding the rate increase by Aqua Utilities, FL., Inc.

My name is: Peter Houmire

I reside at: American Condominium Parks  
35136 Condominium Blvd.  
Zephyrhills, FL 33541

1. I am unalterably opposed to the rate increase requested by Aqua Utilities.
2. Enclosed is a bill: June 25, 2008. Is this a due date? This bill arrived July 3; the envelope was marked "First class U.S. Postage Paid: Presort" No date or time from Bryn Mawr, P.A. to me at my summer home in Worcester, MA. (another late fee?)
3. I'm charged \$19+ for no usage
  - a. I sent my bill with \$200.- to avoid more late fees and they sent \$145.18 back
4. Sometime in December of '07 some mail was destroyed<sup>(STORM)</sup>. I did not get a bill that month but in January of '08 both bills were included with a penalty for December. Aqua didn't break the law, but, do I need service from people like this.
5. I am 86 years old; Love Florida, hope to live twelve months there instead of six. Can I? Peter Houmire July 5<sup>th</sup> 2008

Lot 1

**From:** Richard Faretta <ricfar38@sbcglobal.net>  
**To:** amcondopk@juno.com  
**Date:** Tue, 1 Jul 2008 16:17:06 -0700 (PDT)  
**Subject:** increases water and sewer rates

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Florida public service commission

This letter is in protest of the size of the rate hike that Aqua Utilities Florida Inc. is asking for, from the letter I received Docket No. 080121-ws the increase is very substantial. I am a snowbird if you will and when I am not there I pay the base price for sewer and water which is \$6.30 and \$11.39 respectively with this increase they are asking for I will be paying \$21.92 for water, which is approximately 125% more and the sewer will be \$45.26 which is approximately 200% more.

According to my records they asked for a modest increase and granted in Feb. 2008 water at 1.96% and waste water 2.09% and it took effect on or after April 15 2008. I ask the commission to be diligent in their ruling as half the population that reside in there jurisdiction are not in Florida in July hence the meeting so I hope this letter confirms my feeling toward this large increase.

Respectfully

Richard&Sylvia Faretta  
35310 Condominium Blvd.  
Lot #1  
Zephyrhills Fl. 33541

NAME: B. Dixon

ADDRESS: 35304 Rodie Dr.  
Zephyrhills, FL 33541

Lot # 3

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

*I live alone - Have no washing machine  
and not home very much - use very  
little water.*

Thank You,

*B. Dixon*

**From:** Jean Brion <dandeeclde@hotmail.com>  
**To:** <amcondopk@juno.com>  
**Date:** Wed, 2 Jul 2008 20:44:09 -0400  
**Subject:** Aqua Water Initiative

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To Whom it may concern; My wife and I have lived in American Condo park for a bit over 2 years. In that time we have personally experienced some real problems with this water supplier..Billing, incorrect meter readings more than once..Now for them to have the gull to even suggest any rate increase is borderline insane..They are simply trying to capitalize on the fact that we, at American Condo, are captive audiences. Your comission's discussion ought to center on the lack of consistant service from AQUA and denie their petition based on "How can you even entertain raising anything until you get your own house in Order..Please take the time to see the numerous faults with this "company" before saying yes or no to their request...Thank you for your attention> Respectfully,  
J.E. Brion, 35254 Dodie Dr., Zephyrhills, Fl.33541

*Sam & Jeanie*

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Watch "Cause Effect," a show about real people making a real difference. [Learn more.](#)

# 6  
Nancy Hammond  
35250 Dodie Dr.  
Lot #6  
Zephyrhills, Fl 33541

We oppose the rate increase due to fact that Aqua water no longer give the snowbirds no charges during the off season.

There is no basis for the rate increases.

Asking for an increase when residents are not in the area in unfair and unacceptable.

Increasing the rate that is already double compared to other utility companies is the area is unacceptable.

Nancy Hammond

NH: jk

Kay & Larry Black  
35246 Dodie Dr.  
Zephyrhills, Fl 33541  
Lot # 007

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

If they get their new rate our water bill could be equally to electric bills which is unheard of.

Thank you,

Kay Black

KB:jk

Henry Seneith  
35242 Dodie Dr.

Zephyrhills, Fl 33541  
Lot # 8

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us <sup>are</sup> ~~are~~ on fixed incomes and this will cause us hardship.

Thank You,

*Henry Seneith*



**From:** Stuart Stone <skstone1944@yahoo.com>  
**To:** AMCONDO <amcondopk@juno.com>  
**Date:** Sat, 5 Jul 2008 07:59:22 -0700 (PDT)  
**Subject:** Water rates

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July 5, 2008

To Aqua Utilities

From: Stuart & Kay Stone

35238 Dodie Dr. Lot # 9

Zephyrhills, FL 33541

To whom it may concern

In regards to your unreasonable request for a rate increase. First of all to have a hearing when well over half of the customers are out of the state only serve your company and is anything but fair. Further more if there was to be a increase in anything it should be in the amount of water used not the base rate. It is obvious that you want to collect more money from the customers that only live in the area only part of the year.

With rate increases as large as you are asking for you will be driving people out of the state and then you will not be collecting anything from them. Many people in our area live on vary fixed income. Rate increases of this magnitude will lower the value of property in an area the house market is already very depressed. Your rate are already much higher than other water companies in Pasco County.

NAME: John Ruper

ADDRESS: 35230 Dodie  
Zephyrhills, Fl 33541

Lot # 11

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

Thank You, John Ruper

Pat McDonald  
35206 Dodie Dr.  
Zephyrhills, Fl 33541

Lot # 16

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

Water rates should be regulated equally among all our state residents and not let companies choose their own rate.

Thank You,

Patricia O. MacDonald

PD:jk

Subj: **Fw: My June 25 letter to PSC**  
Date: 7/4/2008 10:39:24 P.M. Eastern Daylight Time  
From: motorhome14@cox.net  
To: AMCONDOPK@JUNO.COM  
CC: FLPrincessPita@aol.com

FYI

**Bernie and Lee**

— Original Message —

**From:** ursula pearson  
**To:** Paul Stakun  
**Cc:** Bernie Lahickey  
**Sent:** Wednesday, July 02, 2008 5:16 PM  
**Subject:** My June 25 letter to PSC

Paul, below for your record is a copy of the letter I sent 6-25-08 to PSC and I'm sending cc to Bernie Lahickey. Ursula

Dear Public Service Commission

I have just received my copy of Aqua Utilities quite confusing request for rate increases.

From the statement "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" and "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."

This entire paragraph sounds as though Aqua Utilities would just love to bill every household for a flat monthly usage of 5,000 gallons - saving that pesky task, which they seldom actually, physically perform - of reading the meters. Usually, even when meters ARE read, the billing is inflated and shows "estimated" usage way above the actual usage.

In the just over two years I have lived at the below listed residence, I have encountered TWO major problems with Aqua Utilities - one incident of repeated grossly over-stating and over-charging monthly usage - the second incident of charging base fees for several months when my meter had actually been turned off by Aqua Utilities. I

Saturday, July 05, 2008 America Online: FLPrincessPita

received no satisfaction until I submitted official complaints on both issues to your agency, after which the matters were resolved satisfactorily.

Since living here, in addition to over-inflating bills, billing for usage that never occurred as snowbirds were gone and their meters had been turned off by Aqua Utilities, Aqua Utilities has also repeatedly and frequently petitioned your organization for rate increases - which, ironically, is done at a time when the majority of snowbird residents "served" by Aqua Utilities is not in Florida - i.e. does not have the opportunity to attend hearings and voice problems and oppositions.

The current petition by Aqua Utilities requests increases for water and sewage in excess of **300 percent!!** Base rates - i.e. fees in order for a customer to "be on the books" as an Aqua Utilities customer - would, as requested by Aqua Utilities, go from \$6.42 per month for water to \$21.92 per month and from \$11.63 per month for sewage to \$45.26 per month! **THIS IS AN OUTRAGE- SIMPLY TO BE A CUSTOMER - and does NOT include any usage whatsoever!**

Most people in the areas "served" by Aqua Utilities are senior citizens living on a very finite, minimal income and cannot afford such increases simply because we have the mis-fortune of Aqua Utilities having bought in to owning the pipes in our park.

We are approximately 2 to 3 miles removed from, for instance, a friend whose water and sewage service is provided by the City of Zephyrhills - who charge a monthly base water fee of \$2.98 and monthly base sewage fee of \$10.31. Monthly bills for usage of 1115 to 1157 gallons for a single-person household run an average of \$16.80 **INCLUDING** the base fees of \$13.29! So **WHY**, with Aqua Utilities being an out-of-state organization, who buy the water they sell us from the City of Zephyrhills, should **WE** - who have the mis-fortune of not being directly served by the City of Zephyrhills - be charged horrendous fees just to be on their books of Aqua Utilities as customers?

I request that all petitions for rate increases by Aqua Utilities are summarily dismissed. I also request that Aqua Utilities be held to tighter standards as far as over-billing is concerned as well as receiving

penalties for billing snowbirds for fictitious amounts of consumption - when their meters have actually been turned OFF by Aqua Utilities (which happens very frequently).

I also have one further issue I would appreciate being investigated by your Commission: Aqua Utilities - as I was personally told by one of their top employees - is enforcing a rule they seem to have on their books which allows them to charge their monthly base fees to customers for a TWELVE months period even though the service to the residence has been **disconnected**. It is a puzzle to me, as well as every other resident, how such a practice of gouging could legally be allowed when there is absolutely NO SERVICE going to the residence - it has been shut off at the main by Aqua Utilities - yet, we are told we **MUST** pay their monthly base fees!

Thank you for your attention to these matters - and, again, I am totally opposed to ANY rate increases by Aqua Utilities and, like every other resident in this park, would appreciate receiving service from the City of Zephyrhills rather than from a foreign-owned company whose only interest is greed.

Sincerely,

Ursula G. Pearson

35200 Condominium Blvd.

Zephyrhills, Fl. 33541

— On **Wed, 7/2/08**, Paul Stakun <[jpstakun@juno.com](mailto:jpstakun@juno.com)> wrote:

From: Paul Stakun <[jpstakun@juno.com](mailto:jpstakun@juno.com)>

Subject: Your letter

To: [ugpearson@yahoo.com](mailto:ugpearson@yahoo.com)

Date: Wednesday, July 2, 2008, 3:35 PM

Ursula,

I thought I saved a copy of your letter to the PSC, but I guess I've misplaced it. I spoke to Bernie Lahickey about the subject and I told him that your letter was a good one that covered all aspects. If it's not too much trouble, could you forward a copy to him? His address is: [motorhome14@cox.net](mailto:motorhome14@cox.net)

Thanks,  
Paul

---

Beauty Product Reviews  
Read Unbiased Beauty Product Reviews and Join Our Product Review Team!

No virus found in this incoming message.

Checked by AVG.

Version: 8.0.134 / Virus Database: 270.4.3/1529 - Release Date: 7/1/2008 7:23 PM

NAME: Sidney E. Davis

ADDRESS: 35145 Garber Ln.

Zephyrhills, Fl 33541

Lot # 25 + 167

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

How do you expect social security and/or pension families keep their heads above water if you permit this outlandish increase.

Thank You,

*Sidney E. Davis*



28

**From:** eeller2@verizon.net  
**To:** amcondopk@juno.com  
**Date:** Tue, 01 Jul 2008 17:50:46 -0500 (CDT)  
**Subject:** Aqua rate increase

---

ATTENTION FLORIDA PUBLIC SERVICE COMMISSION  
RE: AQUA UTILITIES PROPOSED RATE INCREASE

TO WHOM IT MAY CONCERN:

I would like to voice my opposition to the proposed rate increase requested by AQUA UTILITIES for my home located at lot 28 in AMERICAN CONDO PARK IN ZEPHYRHILLS, FL.

Our community is made up of retired people living on a fixed income and in most cases we are individuals living on SS benefits alone. We already find it difficult to pay the utilities and fear that we are going to be priced out of our homes. People who live nearby and have city water currently have water bills running around FIVE DOLLARS my last one from Aqua was over FORTY DOLLARS and I am afraid I cannot afford a rate increase at this time.

Thank you very much  
Edward J Eller

July 1, 2008

To Whom It May Concern:

My name is Joann Ciraulo I am a part time resident at 35235 Dodie Dr. Lot # 031 in Zephyrhills, Fl.

I am on a fixed income and only come down a few months out of the year. I can not afford the increase Aqua Water is asking.

Increasing the base charge by 380% is highway robbery.

Thank you,  
Joann Ciraulo

## AQUA UTILITIES FLORIDA

DEAR GENTLEMEN,

WE URGE YOU TO PLEASE  
RECONSIDER THIS HUGE RATE  
INCREASE. PLEASE THINK ABOUT  
THE MILLIONS OF PEOPLE LIKE  
MY WIFE AND MYSELF WHO LIVE  
IN FLORIDA WHO ARE ON FIXED  
INCOMES. NO IRAS ETC. WE EXIST  
SOLELY ON SOCIAL SECURITY. THE  
SMALL INCREASE WE GET ONCE  
IN AWHILE IS DRASTICALLY BELOW  
THE INCREASES WE HAVE HAD TO  
ABSORB IN OUR "GOLDEN YEARS"

PLEASE HELP US TO LIVE  
A LITTLE ABOVE THE POVERTY LEVEL

THANK YOU

John J. Maureen Hanrahan

35931 DODIE DR.  
ZEPHYRHILLS FL.  
33541

PH 813-715-0358

#33, #34

Frank Ferguson  
32525 Dodie Dr.  
Zephyrhills, FL 33541  
Lot #33 Lot #34

We oppose the rate increase due to fact that Aqua water no longer give the snowbirds no charges during the off season. Increasing the rate that is already double compared to other utility companies in the area is unacceptable.

John Ferguson

JF:jk

Dear Commissioners:

I strongly urge the board to reconsider a rate hike of the proposed amount at this time due to economical times we presently face.

We are all senior citizens living on fixed incomes trying to make ends meet. A rate hike of this proportion will surely place a burden on many of us to the extent of default and possibly relocation.

I would also like to address the quality of our water. It is unfit to drink, bathe in or shower and brush our teeth because of the heavy odor of sulfa and other chemicals.

Our wastewater tanks and toilets are stained brown and very hard to keep clean. As a long time owner, I have always had to buy bottled water, which is also a great expense of top of a water and sewage bill.

Respectfully,

A handwritten signature in cursive script that reads "Peter J. Davis".

Peter Davis  
Lot #38

Public Service Commission

We live in the American Condominium Park in Zephyrhills FL, which 307 residents reside. We are upset that Aqua Water has filed its petition for a rate increase with the Commission.

For one Florida is known for most of its residents who are snowbirds, asking for an increase when they are not in residence is unfair.

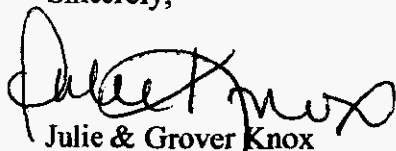
Aqua water owns the pipes in our park but they derive their water from Zephyrhills water district, and then resell it to us. The average water bill for residents is approximately \$50 and up to \$75.00 or higher per month now. Other residents in the area who get their water from Pasco utilities, their average bill is \$28.00 and up per month which means we are paying as much as 50% percent higher per month now.

Aqua water is petitioning the FPSC for an increase on Water Base Facility Charges in our development from \$6.42 to approximately \$21.92 and an increase of Sewer Base Facility Charges from \$11.63 to approximately \$45.26 that is a total increase of \$49.13 per month before any water or sewage usage per gallon is added. That is approximately a 280% increase on base charges alone. Even though they will lower the water and sewer usage rate by a few cents it will increase a water bill that is currently now a total of \$ 45.48 per month based on 1800 gallons of usage to approximately \$86.73 per month before the utility tax is added.

Before they offered the snowbirds to turn their water off during the off season for no charge, now they do not offer that, they have to pay for water & sewer base charges whether they are in residence or not. Before we use a drop of water each month we will be charged \$67.17 per month compared to the current base charges of \$17.69 if they get their rate increase. If the commission allows this increase we are driving people out of the state of Florida, most of our residents are retirees. How can they continue to live in our beautiful state?

Our residents have had nothing but trouble with their bills being estimated per month then getting hit with the actual bill because Aqua could not get enough help to read their meters. Also, even though we get reports from our water being tested it is not fit to drink and the odor that comes from turning on your water smells like sewage and they want an increase.

Sincerely,



Julie & Grover Knox  
35303 Condominium Blvd.  
Zephyrhills, FL 33541

June 24, 2008

**TO WHOM THIS CONCERNS:**

**We are writing to show our disapproval of Docket No. 080121-WS.**

**This is a VERY LARGE increase of 300% for us and we think this is way too much. I know almost everything is going up, but NOT 300%. This company is just a go between, they actually don't do anything for us. They get our water from a Zephyrhills water district and don't have any facilities in Florida. They just re-sell water to us.**

**Their service is not very accurate. Always bill problems and to grant a raise of this kind to a company that has such a poor service record and doesn't even have any facilities in Florida is just not right.**

**Florida is driving their retiree community out of state more and more, as we retired on fixed incomes and each raise in these things really cuts into our income.**

**Thank you for taking this into consideration, we appreciate anything you can do to help with this matter.**

**Respectfully,  
Peggy and Thomas Welch  
35301 Condominium Blvd. Lot 42  
Zephyrhills, FL 33541  
PHONE: 813-782-3044  
CELL: 813 469-3150**

NAME: Mary Ashley  
ADDRESS: 35225 Condo Blvd  
Zephyrhills, FL 33541  
Lot # 48

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

*I'm on a fix income I'm a widow  
Can't pay for medication*

Thank You,

*Mary Ashley*



NAME: Lorain Puts

ADDRESS: 35221 Condominium Blvd  
Zephyrhills, FL 33541

Lot # 49

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

*I am a widow, on a fixed income - this is  
a difficult problem - everyone must have  
water to survive !!!*

Thank You,

60 Island Bay Dr.,  
Bobcaygeon ON  
Canada  
K0M1A0  
July 3, 2008

Aqua Water Services

To Whom it May Concern:

I am writing this letter to oppose the rate increase that your company has proposed. We as owners in American Condominium Park in Zephyrhills FL cannot understand why an increase of 308% is justified. Last year you kept the base charge on all summer when we as seasonal residents are not there. That was a charge that you didn't have before and therefore you received extra revenue from that. Is there some kind of mismanagement with your company that you need to raise the rates that much? What overhead do you have? From what I understand, you purchase the water from Zephyrhills. Other people in other parks do not pay that kind of money for water. Even in the past the rates have been more than in our neighbouring parks. Just because you have the monopoly on the water lines in American Condo Park is no reason for you to gouge the residents. I know for a fact that there are many people who live in there who cannot afford those kinds of rate increases and I am not talking about Canadians either..they are your own citizens!

Your Truly  
Myra and George Coene  
35211 Condominium Blvd.,  
American Condominium Park,  
Zephyrhills FL  
33521

Martha Lunsford  
35183 Danny Dr.  
Zephyrhills, FL 33541  
Lot 053

Increasing the base rate from \$18 per month to almost \$50 per month before any actual water and sewer charges are added is not fair.

Most residents in Florida are retirees and are on a fixed income  
Asking for an increase when residents are not in the area is unfair and unacceptable.

Thank you

Martha Lunsford

ML;jk

LOT #55

**From:** "Gail & Danny" <bridgett@cogeco.ca>  
**To:** <AMCONDOPK@JUNO.COM>  
**Date:** Wed, 2 Jul 2008 17:16:27 -0400  
**Subject:** re Water Rates Increase - Aqua Utilities

---

To Whom It May Concern"

With regard to the rate increased proposed by our water supplier, Aqua Utilities , this is ABSOLUTELY INSANE and should not be allowed or tolerated by ANY of the owners and residents of our Park.

Collectively , as a group of of 307 owners, we should find a way to "boycott" this outrageous proposal and demonstrate to Aqua Utilities that this will not be allowed!

Please add our names to the list of residents who are opposing this obscene increase!!!!

Daniel or Gail Delaney  
35175 Danny Drive  
Zephyrhills, Fl  
33541

Gloria Gustafson  
Deborah Moore  
35240 Tiffani Ct.  
Zephyrhills, Fl 33541  
Lot # 060

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

Thank you,  
Gloria Gustafson

GG:jk

Carol & Jim Sharples  
35242 Tiffani Ct.  
Zephyrhills, Fl 33541  
Lot 61

We oppose the rate increase due to fact that Aqua water no longer let the residents turn their water off while they are not residing. Now they charge base charges of approx. \$18 per month even when you are not in residence, and want to increase that to approx. \$50 per month before you even use a drop of water.

Asking for an increase when residents are not in the area in unfair and unacceptable.

CS; jk

# 63

**From:** "ANDREA SPARKS" <[sewandsow@rogers.com](mailto:sewandsow@rogers.com)>  
**To:** <[AMCONDOPK@JUNO.COM](mailto:AMCONDOPK@JUNO.COM)>  
**Date:** Tue, 1 Jul 2008 19:34:54 -0400  
**Subject:** water proposted increases

---

We register our disapproval via a phone call. Water is a necessity, not a luxury and as such should not be subject to outrageous price increases. We were very upset to find out, thru Condo members, not thru Aqua Utilities who have not had the decency to notify us of any meeting. I mentioned the fact that this water increase in price would be unreasonable for parks that are Condominiums as the monthly fee would have to reflex the changes. It certainly will discourage visitors or home ownership in the area. Andrea Sparks lot 61

Jim & Jackie Wilson  
4850 Britni Way  
Zephyrhills, Fl 33541  
Lot #69

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us our on fixed incomes and this will cause us hardship.

Thank You,  
Jim & Jackie Wilson

JW:jk



Lot #69

July 1, 2008

Dear Board of Directors,

Regarding the application by Aqua Utilities Florida, Inc. increase in water and waste water rates. My wife, Jacqueline and I are apposed to such a increase and would like the American Condominium Park's Association to represent our point of view if possible at the hearing on July 8th 2008.

The rate of increase Aqua is asking seems outrageous especially in light of the economy at this time. Most home owners of American Condominium Park are senior citizens on fixed incomes. In addition, we think the hearing should be scheduled in the winter months when most home owners are in Florida and can attend the meeting and voice their opinions. We are also apposed to paying water and sewer base facility charges for the months when we are not there using the service.

Thank you in advance.

Sincerely,  
 Jean W. Wilson  
 Jacqueline Wilson

Ron Trumbull  
4900 Britni Way  
Zephyrhills, Fl 33541  
Lot # 70

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

Thank you,  
Ron Trumbull

# 74

Ronald & Janet Vanhaver  
4920 Britni Way.  
Zephyrhills, FL 33541  
Lot # 074

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

Thank you,  
Ronald & Janet Vanhaver

JV:jk

**From:** "Leon Chambers" <leshi@dacor.net>  
**To:** "Julie Knox" <AMCONDOPK@JUNO.com>  
**Date:** Sat, 5 Jul 2008 18:13:19 -0400  
**Subject:** Fw: Water Rate Increase

---

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

**From:** Leon Chambers  
**To:** Julie Knox  
**Sent:** Thursday, July 03, 2008 10:12 AM  
**Subject:** Fw: Water Rate Increase

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

**From:** Leon Chambers  
**To:** AMCONDOPK@JUNO.COM  
**Sent:** Wednesday, July 02, 2008 1:12 PM  
**Subject:** Water Rate Increase

From - Leon & Shirley Chambers  
4968 Britni Way  
Zephyrhills, Fl.

We are definitely opposed to any rate increase to our present water and sewer rates at American Condo Park in Zephyrhills, Fl.

We just received our bill for water and sewer service in our home town of Bowling Green, Ohio. In June, we used 1443 gal. of water.

The water bill was \$3.42

The sewer bill was \$4.59

With our 10% Senior citizens discount, our total bill comes to \$7.21.

I do not understand why the service in Florida is 10 times what we pay in Ohio.

Keith & Janet Vardman  
4924 Britni Way.  
Zephyrhills, Fl 33541  
Lot # 075

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

Thank you,  
Keith & Janet Vardman

JV:jk

Dorothy Irovando  
4942 Britni Way.  
Zephyrhills, Fl 33541  
Lot # 079

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase, I am a senior citizen on a fixed income

Thank you,  
Dorothy Irovando

DI:jk

Connie Baylis  
4946 Britni Way  
Zephyrhills, FL 33541  
Lot # 081

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

Thank you,

*Connie A Baylis*  
(Connie)

#84

**From:** Sue <suora-33@earthlink.net>  
**To:** amcondopk@juno.com  
**Date:** Wed, 2 Jul 2008 10:04:38 -0500 (GMT-05:00)  
**Subject:** aqua utilities

---

We are very unhappy with the water quality and do not want any rate increases. We have to buy bottled water to drink and make coffee as the taste is so bad. Our rates are higher than other parks. We also pay eighteen dollars a month when not in residence. NO RATE INCREASE PLEASE. Sincerely. Sue Ann and Elwood Dickinson Lot 84 American condo Park.



NAME: John Butler

ADDRESS: 4954 Britni Way  
Zephyrhills, Fl 33541

Lot # 085

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

*I find this increase so unreasonable, that there should be no need for any consideration.*

Thank You,

*John R Butler*

**From:** "Bob Snyder" <snyderrg@escapees.com>  
**To:** <AMCONDOPK@Juno.com>  
**Date:** Thu, 3 Jul 2008 19:08:44 -0400  
**Subject:** Aqua Utilities Rate Increase

---

From: Robert G. Snyder

4956 Britni Way

Zephyrhills, FL 33541

To: John Fonk

HOA President

American Condo Park

Subject: Aqua Utilities Proposed Rate Increase

Hi John,

It has been brought to our attention through e-mail contact with other residents of American Condo's that Aqua Utilities is proposing a 300 plus % increase in the water and sewer Base Facility Charge for residents of our park. We have not received any notification from Aqua Utilities about this pending increase. I don't know when these notices were mailed, but we have not received one. Like the majority of our neighbors, we are not there in the summer. Our mail is forwarded, and by the time we receive notices like this it is usually too late to voice our opinion to the agency responsible for approving or rejecting this absurd increase.

I hope the agency is aware that the water and sewer base facility charge is billed to us even when we are not there and have shut off our water at the meter. This means that from our park alone, Aqua Utilities would collect \$20,624.26 monthly or \$247,491.12 annually before one drop of water is used. I cannot believe they need that kind of money to maintain the pipes. In addition, they make a profit on the water and sewer actually used.

One of the items they listed in last years proposed rate increase was the need to recoup the cost of a new well. The well does not benefit the residents as they pay the same rate for water the utility purchases from Zephyrhills as they do for water from the well. Aqua Utilities benefits from the well in that they can pump water for less than they would otherwise pay. They will recoup the cost of the well by having to pay less for the water they resell to us. We should not have to pay increased rates so the utility can recoup costs of something that only benefits them.

If someone from American Condo's attends the FL PSC meeting, I hope they can speak for those of us who cannot attend. If Aqua Utilities cannot operate our water and sewer system for a fair price, the FL PSC should mandate that they sell back the infrastructure for a fair price and let the park look for alternatives.

Robert G. Snyder

Lot 86

unomsg://05426A68/

7/4/2008

**From:** indybasham@aol.com  
**To:** AMCONDOPK@JUNO.COM  
**Date:** Tue, 01 Jul 2008 20:24:03 -0400  
**Subject:** AQUA UTILITIES

---

**ATTENTION; PUBLIC SERVICE COMMISSION**

My name is Angela Baker and I have lived in American Condo Park since 1990. I have paid for the use of the water even when I am not there and it has been turned off. The sewer bill being so high does not help either.

I am eighty-five years old and on a very limited budget, which would make it hard for me to pay a higher water/sewer bill. I have worked hard all my life to be able to pay all my bills but the raise in the water/sewer bill would be very difficult for me.

If the new rates are approved it will make it very difficult for me and many others to maintain our homes in Florida and may force us to move back up North. The prices have increased more than our income has anyway.

We appreciate any assistance that you can give us in this matter.

Respectfully,

Angela Baker

---

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July 3, 2008

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

City Commission Chambers  
3rd floor - Polk City Library  
228 S. Massachusetts Avenue  
Lakeland, Florida 33801

I am writing this letter of protest against the proposed rate increase in water and wastewater rates for the County of Pasco. My reasons are listed below:

- (1) We live in a mobile home park, American Condominium Parks of Zephyrhills. Retired people living or trying to live on a fixed income cannot afford these rate increases.
- (2) The majority of our homeowners (approximately 460 people) are Snow Birds who are only here 3 months out of the year! The remaining owners who live here year-round (approximately 70 people) do not use 5,000 gallons of water or wastewater!
- (3) We have been hit with increases on everything we need to survive.. Insurance rates, power rates, water rates, medical and drug costs are out of sight, gasoline and groceries costs are already too expensive and they are still going up. The need to pay all of this from a fixed income, it can't be done!
- (4) However, more importantly, Seniors do not use that much water, especially living in a motor home park. We (most of us) do not have any lawn to water and we are too old to wash and care anymore.

Thank You,  
 Mr. & Mrs. Kenneth E. Robinson  
 American Condensers Co.  
 4964 Rutin Way, Apt #98  
 Joplin, Mo. 64501

- Finally, it is very difficult to meet your  
 notes on the covered range -- mainly we  
 do not feel we are worthy of no just  
 cannot make it!
- (7) There should be some provision to divide  
 persons living in small parks from large  
 families with large properties. I am  
 sure their range more than likely falls  
 into the 5,000 gallon note.
- (6) Why should we have to pay for their  
 range?
- (5) Also water consumption is minimal  
 compare to the large family, large  
 home or condo with large lawn  
 and 3 or 4 cars to wash. Also 4 to 5  
 people using their personal showers  
 at least twice daily.

**From:** Homer Fontaine <homfontai@yahoo.com>  
**To:** amcondopk@juno.com  
**Date:** Thu, 3 Jul 2008 07:22:07 -0700 (PDT)  
**Subject:** Aqua water rate increase

---

I am writing in reference to Aqua Utilities Florida, Inc. wanting to raise the water rates.

I am very much against the rate increase as proposed, also, having to pay the requested base rates when the service can be turned off when we are not there for an extended amount of time.

It is very unprofessional to plan these meetings when they know very well that a large number of people are away for months, and can't be properly represented.

Homer Fontaine

4970 Britni Way

Zephyrhills, FL 33541

Lot # 93

NAME: Doug & Ann Wahl

ADDRESS: 4978 Britton Way  
Zephyrhills, FL 33541

Lot # 97

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

This is too much on top of the outrageous price of gasoline & oil. We aren't even using gas to deliver it. You have raised water prices every 2-3 yrs for years. I have been in this area for 19 yrs and this is ridiculous living with water all around the State. We are all on limited money to live on.

Thank You,  
Ann M. Wahl

NAME: Jean McClain

ADDRESS: 4929 Biltmore Way  
Zephyrhills, FL 33541

Lot # 102

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

*I'm curious: What does this company add to our water that makes it cost twice as much ~~as~~ as any other water in Zephyrhills.*

Thank You,



**From:** Linda Sterling <lsterling71@yahoo.com>  
**To:** AMCONDOPK@JUNO.COM  
**Date:** Sat, 5 Jul 2008 06:24:54 -0700 (PDT)  
**Subject:** aqua utility rate increase

---

Please be advised that we, like other homeowners of our park, are strongly against such an outrageous increase in our water and sewer fees.

Aqua Utilities should be embarrassed about such a request. The idea of current utility fees of \$18 per month rising to \$67 a month is unbelievable.

We are unable to attend this meeting in Lakeland, but hope you can convey to the regulatory commission that this is a ridiculous request for an increase of monthly fees. We find it interesting that this meeting is being held during the summer. This is another ploy to exclude the winter residents from attending this meeting. We are residents of Michigan, and with the price of gas and travel expenses find ourselves unable to attend.

In closing, shame on Aqua Utilities for their irresponsible request of monthly fees and the stress and anxiety they are creating for their loyal customers.

respectfully yours,

Ron & Linda Sterling

TO

FROM

# 109

- ACP-2 Board

Glenn Cattell

SUBJECT

DATE

Cost of water and sewer

7/5/08

MESSAGE

I think the cost of water and sewer is already out of reason without having a rate increase.

P.S. the only difference between you & Tsar James is he used a gun.

SIGNED

Glenn Cattell

**From:** "RUTHANN CANTELMO" <rcantelmo@verizon.net>  
**To:** <AMCONDOPK@JUNO.COM>  
**Date:** Wed, 02 Jul 2008 17:55:11 -0400  
**Subject:** aqua water rate increase

---

**Please accept this email as our formal AGREEMENT to stand with American Condominium Park to VOICE OUR DISAPPROVAL for this HUGE increase in our water rates.**

ANTHONY R. & RUTH ANN CANTELMO  
4969 BRITNI WAY (LOT 110)  
ZEPHYRHILLS, FL

813-973-1001

If you want to contact us, I'm sure I can go to this meeting with you.  
Ruth Ann Cantelmo

Janet & Robert Curtin  
 35121 Cynthia Ave.  
 Zephyrhills Fl 33541  
 LOT #111

I think Aqua Water is overcharging now, when we call to have it shut off we still have to pay. They estimate bills often and then back bill for the actual reading. We are on a fixed income. Aqua is forcing the snowbirds out of Florida. To ask the commission for a rate increase while more than half of the residents are gone is unfair.

Sincerely,  
 Janet Curtin

JC:jk

**From:** "Robert Burnett" <robert.burnett@sympatico.ca>  
**To:** "American Condos" <amcondopk@juno.com>  
**Date:** Tue, 1 Jul 2008 21:27:46 -0400  
**Subject:** Aqua Water / Robert & Karen Burnett

---

American Condominium Park  
Zephyrhills Florida. 33541.

Attention: Public Service Commission

Dear Sir / Madame

I am writing this letter to voice our concern about the proposed price increase for services by AQUA WATER.

We are absolutely opposed to any cost increase to this service; as many of us who live on a fixed income are presently finding it difficult to get by.

Sincerely, Robert & Karen Burnett  
35143 Danny Drive  
Zephyrhills Fl. 33541

DARREL J CLARK  
35127 DANNY DR.  
Z-HILLS FL 33541

H120

Zephyrhills, Fl 33541  
Lot #

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

WE ARE ON A FIX INCOME  
AND CAN NOT ~~AF~~ AFFORD IT

Thank you,

Darrel J Clark  
07-07-08

**Subj:** Re: Aqua Utilities  
**Date:** 6/24/2008 6:48:41 A.M. Eastern Daylight Time  
**From:** sixacross@yahoo.com  
**To:** jpstakun@juno.com  
**CC:** taronson@yahoo.com, baxter1941@yahoo.com, sungary2002@yahoo.com, pbpainter@htwc.biz, jbrion@tampabay.rr.com, charlesburton2@juno.com, butzinj@yahoo.com, DeBrotrs@aol.com, maadinse812@juno.com, SMOKEY51@wmconnect.com, motorhome14@cox.net, Waterglide@earthlink.net, ralcal@juno.com, jrsculpt@hotmail.com, dnewell49@auracom.com, gnovak1@stny.rr.com, jobenour@prodigy.net, patostrum@yahoo.com, mpesci@msn.com, sixacross@yahoo.com, sondraar1960@yahoo.com, tcseerveld@yahoo.com, rcflyer@rogers.com, lrsterling71@yahoo.com, skstone@ncats.net, kastawaykaty@yahoo.com, alanddeb74@hotmail.com, welchpt1@aol.com, yeazel608@aol.com

I got a call from Janet Curtin yesterday, and she had called the 800 number on the letter to complain to them that it was ridiculous for them to do this in July when the snowbirds all were gone, and were unable to attend this meeting. I would suggest that you all do the same. Give them your complaint in your own words.  
1-800-342-3552

Paul Stakun <jpstakun@juno.com> wrote:

Dear PSC,

I just received my notice from Aqua Utilities regarding their petition for a rate increase. For residential meters, their proposal for an increase is from \$6.30 to \$21.92 for water and from \$11.39 to \$45.26 for waste water. That's a 300 percent increase!!!!. Is it the policy of the FL PSC to allow such a preposterous increase such as this?

How can a water company such as Aqua ask for such an increase when they are a water company in absentia. Aqua Utilities is a corporation located in Pennsylvania. They have no substantial facilities in Florida. They derive their water from the Zephyrhills water district, then re-sell it to us. They don't do anything except be a middle-man because they "own" the water pipes in our park that serves 307 units. Their service is terrible, their billing is always in error. They don't do anything except re-sell water to us at highly inflated rates.

I urge the FL PSC to reject Aqua Utilities' petition for a rate increase.

Respectfully,

Joseph P. Stakun  
 35113 Danny Drive "  
 Zephyrhills, FL 33541

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God Bless, Wanda

PSC  
 2540 Shumard Oak Blvd.  
 Zephyrhills FL 33541

Lot #124

Tuesday, June 24, 2008 AOL: Welchpt1

To: amcondopk@juno.com  
Date: Tue, 1 Jul 2008 21:52:01 GMT  
Subject: Aqua Utilities Rate Increase

---

**This is my letter to the FL PSC regarding Aqua Utilities request for a rate increase.**

**Paul Stakun**

Dear PSC,

I just received my notice from Aqua Utilities regarding their petition for a rate increase. For residential meters, their proposal for an increase is from \$6.30 to \$21.92 for water and from \$11.39 to \$45.26 for waste water. That's a 300 percent increase!!!!. Is it the policy of the FL PSC to allow such a preposterous increase such as this?

How can a water company such as Aqua ask for such an increase when they are a water company in absentia. Aqua Utilities is a corporation located in Pennsylvania. They have no substantial facilities in Florida. They derive their water from the Zephyrhills water district, then re-sell it to us. They don't do anything except be a middle-man because they "own" the water pipes in our park that serves 307 units. Their service is terrible, their billing is always in error. They don't do anything except re-sell water to us at highly inflated rates.

I urge the FL PSC to reject Aqua Utilities' petition for a rate increase.

Respectfully,  
Joseph P. Stakun  
35113 Danny Drive "  
Zephyrhills, FL 33541

---

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3 July 2008

35107 Danny Drive  
Zephyrhills, FL. 33541

Dear Commissioners

I am writing to oppose the requested 2008 rate increase by Aqua Utilities.

In 2007 they also asked for a rate increase and it was denied due to numerous complaints such as: smelly, poor service, faulty meter reading and tasted bad thereby requiring post processing at home to render it useable. I am in Florida now and it still loosely meets the criteria as water.

Their newest rate increase request would result in cost increase of about 3X relative to the current levels. The actual cost of the water would remain the same, however, the rates charged for use of the pipes, meters and sewage results in the 3X increase and this is charge would be levied whether we used any water or not. Since many of us only spend about 3-6 months here in the winter, raising the minimum fee for being connected to there system is onerous, especially for those of us on fixed incomes. Electrical service, phone service, cable/satellite TV service charges mostly for what we actually use not for merely being connected.

Aqua utilities now has several former PSC regulators on its payroll, this gives even Federal Washington lobbyists a bad name. It would seem that they have asked for such a ludicrous amount in 2008 so they can get a compromise granted for the 2007 proposed rate increase that was denied.

I would request that this rate increase be denied and if possible, dismiss Aqua Utilities as our water supplier and allow the city of Zephyrhills to be our supplier as Aqua has been shown to be incompetent and willing to try anything to gouge its customers.

Respectfully,



William R. Liebke

Email: Waterglide@earthlink.net

#126

Mr. & Mrs. Frank Pieroni  
35103 Danny Dr. (lot 126)  
Zephyrhills, FL 33541  
813 779-9331

COPY

July 5, 2008

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

Subject: Water Rate Increase Proposal ... Docket No.080121-WS

Dear Sirs,

After reviewing your company's increased pricing proposals, I can only conclude that your firm must have little or no idea how unfair, & unreasonable your proposals really are! You make the big oil company executives look like Mother Theresa, in comparison to your proposed exorbitant rate hikes!

After reviewing my water bills for 2007, my average monthly water consumption for that 12-month period amounted to 2,760 gallons (water in & wastewater out). My annual cost for that 12-month period amounted to \$725.43. My average monthly charge was \$60.45.

By comparison, if I understand your letter correctly (dated June 20, 2008), your proposed monthly fees of \$21.92 & \$88.91 would amount to \$110.83 for a total annual cost of \$1329.96. That just about an 83% cost increase to me & many other customers. Even the oil companies would not think of making that kind of increase! Now I realize that your costs for 2008 have increased somewhat...but not 83%!

In my opinion, your One-Size-Fits-All..."Flat-Rate" proposal of 5000 gallons-per-month minimum gallon charges to all residential customers is really dumb. Don't you realize that if your customers were being charged for twice as much water as they would normally need, they would soon feel entitled to utilize a lot more water? Many people would put in backyard pools, or gardens when they wouldn't think of it when water conservation would have saved them money ...or water their grass more abundantly, etc. In other words you will destroy ones incentive to conserve...because nobody likes paying for water they do not use. And that is only one big disadvantage with the "Flat-Rate" idea.

All I can say is, paying for water that is over my monthly need, is wrong & it should not be allowed by the Florida Public Service Commission.

Sincerely,

Frank Pieroni



## Agua Utilities

Please do not raise  
 our water rates!  
 We're all struggling  
 enough with high  
 gas & food prices -  
 Let's be fair!  
 What choices do we  
 have? once a month  
 showers? No toilet  
 flushing? How about  
 the laundry? Do we  
 wear our clothes longer  
 to save on the water?  
 Or do we just stop  
 going to the grocery store?  
 Maybe live on crackers?  
 Have a heart! Please  
 be fair! Don't do this to us.

Lot-133 - B.L. Hoyt

July 3, 2008

35051 Danny Drive  
Zephyrhills, FL 35341  
Motorhome14@cox.net

Dear Commissioners,

**I am writing to oppose the requested 2008 rate increase of Aqua Utilities.**

In December of 2006 Aqua requested \$7M "to recover operation expenses on a going-forward basis and to generate a fair rate of return on its investment"

In August 2007 the Attorney General's Office, the Office of Public Counsel and the PSC dismissed the requested increase. In an August 28, 2007 press release regarding the dismissal, Attorney General Bill McCollum stated, "numerous complaints surfaced about inappropriate billing, water quality and associated health concerns". He went on to say that "consumers came forward to voice their concerns about the company's service, casting doubt on the propriety of such exorbitant rate increases. Consumers stated they were afraid to drink the water, that it smelled bad and that they couldn't use it to wash laundry because it only further soiled the clothes."

After the 2007 defeat, Aqua apparently felt the need to have a stronger team in place to fight the PSC. In January 2008 Aqua Utilities hired yet another former PSC regulator bringing the total of former PSC regulators now on the Aqua payroll to three

In February 2008 Aqua filed a new rate increase request with details becoming available to the public in June 2008. Now with a strong team in place, Aqua arrogantly asks for a 10X increase upping their previous request of \$7M to \$70M per year. Is the game plan here to have the massive \$70M rate increase make the \$7M look like a bargain? (I.E. \$3/gal of gasoline is better than \$4/gal). Is Aqua trying to bully the PSC?

**Meanwhile, all the previous consumer complaints remain. Nothing has changed except the legal maneuvering that Aqua is employing.** They continue to display total disregard for the consumer.

Aqua's rates are already a financial burden for the many consumers on fixed incomes. My water and sewer bill in Connecticut for 5000 gal would only be \$57.13 (including the upcoming 12% increase). Aqua would charge \$129.83! That's 227% more! The city of Zephyrhills would charge a fraction of either.

This utility company is incompetent, greedy and arrogant. Why does the PSC allow them to remain in business?

**I petition the PSC to deny the rate increase and to dismiss Aqua as a service provider.**

Respectfully,

Mr. Bernard Lahickey/Ms Lee Backman

Patricia Pesci  
35035 DANNY DRIVE  
Zephyrhills, Fl 33541  
Lot # 131

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

Thank you,

Patricia S. Pesci

July 4, 2008

Florida Public Services Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399

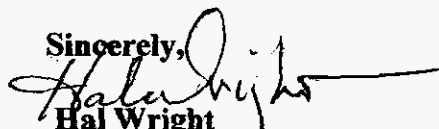
Dear Commissioners:

This letter is in reference to Aqua Utilities application for large increases in water and wastewater rates, which would apply to Zephyr Shores in Pasco County, and several other Florida Counties. As a fulltime resident of American Condo Parks - Zephyrhills, we are connected to Zephyr Shores for these utility services.

While I recognize that costs for water services are most likely increasing at this time, I strongly object to Aqua's request for jacking up monthly costs for resident water and wastewater to an excess. I guesstimate that the proposal would add excessive increases of over 27% for water, and over 47% for wastewater. Aqua's billing formulas are confusing (always have been), and those proposed increases may be greater than I guesstimate.

As retirees living on fixed income, we cannot afford the balloon rates Aqua is seeking. Kindly consider the overwhelming burden such an increase would place on the residents of our community.

Sincerely,

  
Hal Wright  
4939 Bobby Avenue  
Zephyrhills, FL 33541  
Lot # 132 ACPZ

NOT RECORDED

July 4, 2008

Jean F. VandeVord  
4931 Bobby Avenue  
Zephyrhills, Florida 33541

Lot #134

Dear Commissioners:

This letter is in regards to Aqua Water's request for a large increase in our water and sewer rates. Their request is unreasonable – at the present time we pay more than any other park in our area.

Also why are they requesting this raise in the summer. I'm sure it's because many residents are taking trips and are not here!

I live on a fixed income and this would be just another added expense to the many we are already facing.

Thank You,

*Jean VandeVord*

Robert Quilliam  
4923 Bobby Ave.  
Zephyrhills, Fl 33541  
Lot # 136

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us our on fixed incomes and this will cause us hardship.

Thank You,  
Robert Quilliam

RQ:jk



#138

Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399

Subject: AQUA Utilities Rate Increase

Dear PSC Members,

We have just received a notice from AQUA Utilities regarding a proposed rate change that equates to an approximate 300% increase. We pray you will not allow them to do this to the residents of American Condominium Parks of Zephyrhills Fl. or our neighbors at Zephyr Shores. The majority of these residents are retired and many are part-time residents only.

Their billing practices are already unfair as they continue to charge us for 6 to 8 months usage when we are not even there. They are known for billing for more than we use, with estimated readings, and when we try to recoup our money it becomes a long process requiring many repeated phone calls. This is not an easy thing for elderly people to accomplish.

Their customer call center gives different answers to the same question. As a residential community we are able to share our bad experiences with AQUA Utilities. For an absentee water company that only buys water and re-sells it no increase is justified let alone one of this magnitude.

We hope you will live up to your name as a "Public Service Commission" and not vote in favor of their request. Your consideration of this matter would be greatly appreciated.

Sincerely yours,

Gerald M. Novak

#139

July 2-08

RE. Aqua Waterhouse

Raising the water +  
drained Rita is  
more than I and a lot  
of my release can  
of end. I put it in  
sunny.

Robert N. Othman  
4909 Bobby Ave.  
Lot 139

7-2-08  
lot #155

Joseph & Pauline  
35154 Danny DR.  
Zephyrhills FL  
33541  
[pbpainter@htwc.biz](mailto:pbpainter@htwc.biz)

To Whom It May Concern,

I have never been a person to complain or take a stand on any issue but this outrageous increase in our water and sewer is got me seeing red.

Also it's to bad that Aqua Utilities is deciding to do this while most of our residents are up north for the summer.

I'm a person who loves flowers and I have two water barrels on each side of the house. In the summer months the barrels provide enough but in the dry season I have to water with metered water plus pay twice for the water going out which did not go out. RIDICULOUS!!!!

Very dissatisfied customers.

The Breton's

Pauline C Breton  
Joseph G. Breton

NAME: MARY WALLS

7-24-05

ADDRESS: 4928 Bobby Ave.  
Zephyrhills, FL 33541Lot # 140

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

## ADDITIONAL COMMENTS:

*I live on Soc. Sec. disability  
and this rate high as it is,  
would hurt my income.*

Thank You,

*Sincerely,  
Mary E. Walls*

#142

**From:** <kkilgore2@tampabay.rr.com>  
**To:** AMCONDOPK@juno.com  
**Date:** Wed, 2 Jul 2008 8:02:03 -0400  
**Subject:** Aqua

---

Aqua Utilities

Dear sirs this to inform you that I am admantley opposed to your drastic rate hike. I am a senior citizen living on a fixed income, this might make me forego living in Florida.

Yours

L. Kent Kilgore

RE: Aqua Water Rate Increase

I recieved a letter from Aqua Water regarding their intent to apply for a water rate increase. How can these people get a rate increase every time They ask for one ? Does anyone with the authority to grant these raises ever go out to check the rates of all the surrounding R, V, Parks? If they do they should notice a large variance in the rate per gallon. Another thing that upsets me is the base rate charge of 17.00 dollars per month even if you had been out of the park and not used a drop of water for a month. Now I understand that they are planning to apply for another base rate increase, There are a large number of homeoners that are on a fixed income. My anual income is from Social security and a small annuity check which totals to 25,000 dollars annually. I am sure the ceo of Aqua water is being paid well over this amount. The time is going to come when the retiree's can't afford the high cost of living in Florida and go back North.

Thank You

*Robert Hergens*

LOT # 150

July 3, 2008

Aqua Utilities Florida  
C/O American Condominium Parks  
Zephyrhills, Florida

Dear To Whom it May Concern

It was brought to my attention in a recent mailing that the base water charge at my Florida home, 35138 Danny drive, Lot 151, Zephyrhills, Florida 33541. This increase is EXCESSIVE and UNACCEPTABLE! It is outrageous that an increase of this magnitude would be allowed. Thank you for your consideration.

Sincerely,

  
Edward and Judith Schell

AMCONDOPK.JUNO.COM

July 5, 2008

RE: AQUA WATER

I am a resident of American Condo park but I have been away since May with mail forwarding have not received any notice of a rate increase by Aqua. All mail is being forward to me in Ct.

Why wasn't I notified of a meeting that is scheduled for July 8th?  
A rate increase of 300% is ridiculous.

I am a widow, retired, living on a fixed income and cannot afford an increase of this amount.

We pay for water that we do not use for the months that we are up North.

I have already sent in a letter but I doubt if you will even look at it.

Please consider all the retired residents that use your water.

REGINA REEVES  
35142 DANNY DRIVE  
ZEPHYRHILLS, FL. 33541  
813-956-3595  
AMERICAN CONDO PARK



7-2-08  
Lot #155

Joseph & Pauline  
35154 Danny DR.  
Zephyrhills FL  
33541  
pbpainter@htwc.biz

To Whom It May Concern,

I have never been a person to complain or take a stand on any issue but this outrageous increase in our water and sewer is got me seeing red.

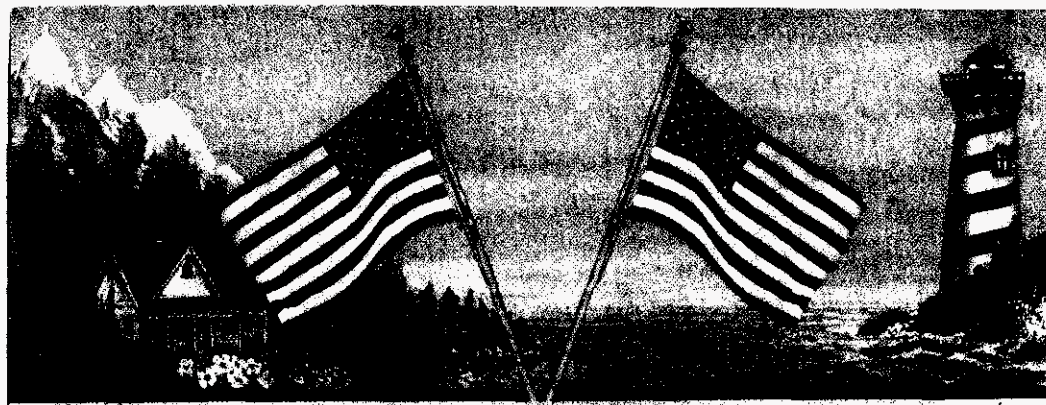
Also it's to bad that Aqua Utilities is deciding to do this while most of our residents are up north for the summer.

I'm a person who loves flowers and I have two water barrels on each side of the house. In the summer months the barrels provide enough but in the dry season I have to water with metered water plus pay twice for the water going out which did not go out. RIDICULOUS!!!!

Very dissatisfied customers.

The Breton's

Pauline C Breton  
Joseph G. Breton



July 2

RE: Hearing July 8 @ Lakeland w/ Aqua

I am 74 years old. I received \$6.00 increase of social security to \$104.00 a month. I receive \$321.97 - from Ohio retirement system per month.

This increase proposed of 380% of base rates would really be a hardship!

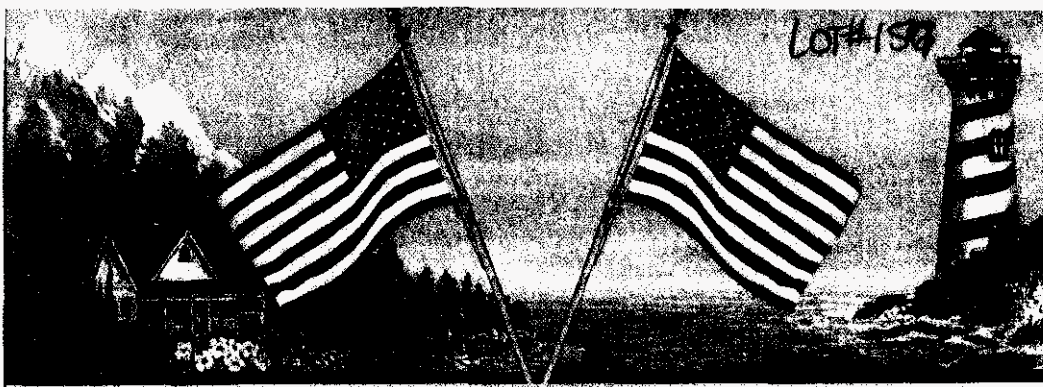
We don't understand in American Cords, 307 lots that we already pay considerable more than Pasco County or Joppyville for water presently.

It is unfortunate this proposed rates increase hearing was scheduled while many of our park residents are gone on vacation.

Thank you for your consideration of our lot owners concerns in American Cords.



Marden J. Davis,  
35158 Danny Drive  
Lot 146  
Zephyrhills, FL  
33541-4340



July 2-08

RE. Hearing July 8 - at Lakeland w/ Aqua

I am 82 1/2 years old. I retired in 1977 with 33.32 years of teaching in Ohio

I receive a 3% on my original year of retirement, not 3% on what I am getting now on my retirement.

Most of the people living in Am Ende are in a similar condition. With the price of food and gas going sky high and with the ridiculous raise you are asking I don't know how we can exist.

Most of our people are up north in the summer and it is almost impossible to have them come down this time of the year for a water hearing.

We are at the present time paying a lot more than Zephyr hills and other heat by parks are paying for water



over

Yours truly

William W. Davis

Lot 159

35161 Danny Drive

Zephyrhills FL 33541

NAME: ELLIOTT R BAINBRIDGE

ADDRESS: 35166 DAWNY DR.  
Zephyrhills, FL 33541

Lot # 158

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

*I have never heard of a utility requesting over a 200% increase. We all must eat and pay for medication also.*

Thank You,

*Elliott R Bainbridge*

**From:** "LeRoy Burkin" <leroyburkin@gmail.com>  
**To:** <AMCONDOPK@JUNO.COM>  
**Date:** Thu, 3 Jul 2008 14:49:58 -0400  
**Subject:** Aqua Utilities Florida hearing

---

This e-mail is about the customer service hearing for an increase in water and wastewater rates in Pasco Co. We do not agree that this much of a rate increase is necessary, for the amount of water we use and feel this is an unfair and excessive amount especially for people with fixed incomes. Why do they feel this amount of an increase is necessary? They don't say what they are going to do with the extra money they will be getting. Why can't they have their meetings when everyone can attend?

LeRoy and Shirley Burkin  
35174 Danny Drive Lot #160  
Zephyrhills, Fl. 33541

#161

Lewis & Faye Cornell  
35178 Danny Dr.  
Zephyrhills, Fl 33541  
Lot # 161

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us our on fixed incomes and this will cause us hardship.

Thank You,

Lewis & Faye Cornell

FC: jk



Joyce Rachuk  
35182 Danny Dr.  
Zephyrhills, Fl 33541  
Lot 162

Asking for an increase when residents are not in the area is unfair and unacceptable.

Increasing the base rate from \$18 per month to almost \$50 per month before any actual water and sewer charges are added is not fair.

Most residents in Florida are retirees and are on a fixed income they are forcing people to leave the state.

Thank you

Joyce Rachuk

JR; jk

Lot# 172

**From:** steve xyz <stz@hotmail.com>  
**To:** <amcondopk@juno.com>  
**Date:** Thu, 3 Jul 2008 19:18:18 +0000  
**Subject:** Drinking Water

---

Sir,

At this time we would like to voice our concern on the drinking water that we have at American Condo.

I am sorry to say that the smell of the water is very bad and we must filter the water in order to drink it.

When we have company we are embarrassed and must warn them not to drink the water with out first filtering it, their remarks is Zephyrhills is noted for it's good water why not at American Condo.

Thank you  
Steve & Evonne Zombek

35125 Garber Lane  
Zephyrhills , Fl.

---

Enter the Zune-A-Day Giveaway for your chance to win — day after day after day [Enter Now!](#)

**From:** "Jennifer Wood" <dndenter@frontiernet.net>  
**To:** <amcondopk@juno.com>  
**Date:** Sun, 6 Jul 2008 10:43:31 -0400  
**Subject:** Aqua utilities Florida Inc.

---

We strongly disagree with your reasons to increase our water and sewer bill with the state of the economy in decline. We ask that you keep the rates as they were.

Donald & Debra Schell  
American Condos  
Lot 173

James Davison  
35117 Garber Ave.  
Zephyrhills, Fl 33541  
Lot 174

Increasing the base rate from \$18 per month to almost \$50 per month before any actual water and sewer charges are added is not fair.

It is not fair to ask for an increase when we are not here to protest. I only received my letter yesterday.

Thank you

James Davison

JD;jk

Sandra K. Moran  
35109 Garber Lane  
Zephyrhills, Florida 33541  
July 4, 2008

Dear Commissioner:

This letter is in regard to Aqua Utilities request for rate increases for American Condominium Park customers. It is apparent that they are targeting a majority group of seniors on fixed incomes. They are a fine example of price gouging leaving the consumer with few alternatives.

Aqua Utilities rates at present are ludicrous. I have been charged an average of \$51.94 per month in 2007, despite all new plumbing, conserving water and frequent trips away from home.

We have been saddled with a business that estimates charges, incremental usage instead of actual and an extremely varied fluctuation in monthly charges.

I request that you deny Aqua Utilities any increases. Instead they should be more competitive with other utilities by lowering their rates with more equitable charges.

Thanking you in advance for your support in this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Sandra K. Moran". The signature is fluid and cursive, with the first name "Sandra" being more prominent and the last name "Moran" written in a more compact, cursive style.

Sandra K. Moran

Attn: Amer. Condo RVPK

As a homeowner, I am extremely upset by the proposed 300% rate increase by Aqua Utilities FL.

Questions for Aqua:

- 1- Why were they charging unapproved rates in 2007?
- 2- Why did it take a call to Consumer Affairs & 6 mos. haggling to correct a billing error?
- 3- Why is customer service so poor?
- 4- Why do we need filters & bottled water & higher costs for less than average water?
- 5- Why are we charged when we use "0" water for 3 to 6 months?
- 6- What do those on fixed incomes do, we don't get a 300% raise? where does this all end? As America going under with greed? You might just price us out of the use of our homes in Florida.

Sincerely,  
Aronne Harrison  
Lot 177, Herby Lane  
Beverly Hills, FL

#179

**From:** charlie lynch <cvlynch9@hotmail.com>  
**To:** <amcondopk@juno.com>  
**Date:** Thu, 3 Jul 2008 12:45:56 +0000  
**Subject:** Aqua Water Increase

---

Board of Directors

In reply to you e-mail on July 2 2008. I called Florida Public Service Commission regarding the rate increase about 10 days ago to register a complaint. They told me a lot of others have also made phone calls to them from the park. I do not think that they should be able to raise it that much. I hope all goes well at meeting.

Yours truly,

Charlie & Jean Lynch Lot # 179  
35051 Garber Lane,  
Zephyrhills Florida.  
33541

---

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Martin J. Stellar  
35037 Garber Lane  
Zephyrhills, Fl 33541  
Lot #182

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us are on fixed incomes and this will cause us hardship.

Thank You,  
Martin J. Stellar

MS:jk



Sandra & Merle Woodward  
35033 Garber  
Zephyrhills, Fl 33541  
Lot #183

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us are on fixed incomes and this will cause us hardship.

Thank You,  
Sandra & Merle Woodward

SW:jk

**From:** [DanNFlo59@aol.com](mailto:DanNFlo59@aol.com)  
**To:** [amcondopk@juno.com](mailto:amcondopk@juno.com)  
**Date:** Thu, 3 Jul 2008 17:46:45 EDT  
**Subject:** Fern from Flo Le Blanc

---

Fern this is not on the letter but we are being charge \$18.18 per ;month and we are not there. We could not put it on Vacation as its not aloud we have to pay no matter what. Not fair at all., Florence Le Blanc

Please open the file listed on the bottom of the e mail. Thank you and have a great summer. We have to win this miss for sure.

---

Gas prices getting you down? Search AOL Autos for fuel-efficient used cars.

To: Florida PUC

6/25/08

Subject :

Aqua proposed Rate Hike – Document 080121-WS

Sirs:

This letter is in Direct Protest to the recent application filed by Aqua Water for still another Rate Increase to our water rates at American Condo Parks [Zephyr shores] As it stands, these rates I my opinion are already inflated and cannot be justified to the service provided.

First off, before we go any further, This Hearing is being held at the best time for Aqua and at the worst possible time for the winter residents of American Condo Parks as we all know the majority of residents will be at their summer homes to the North and cannot be present at this hearing to speak for themselves. Sounds like bad Business or Politics to me. In a Democratic Hearing, the people get a voice. To hold this Hearing otherwise, amounts to a Kangaroo Court. The appropriate Date therefore should be the later part of Nov. or Dec 2008

Having the above said, lets get to the real problem and that's Aqua Water. When I first bought into American Condo back in the mid 80's the park owned it's own well until Danny Wade made some deal with a water co. and we lost the well. Now I has been sold and re-sold and finally Aqua gets into the picture. This is a bad company at best. They are an outside Co. from Pa. and certainly do not have our interests in mind. They appear to be acquiring everything they can get their hands on. Not good for us at American Condo. Their billing is horrible. You cannot get anything straight over the phone as mainly you don't talk to the same person twice , and whomever you do talk to doesn't have the authority to help you. My wife Florence spent an entire winter of 06 to get a billing error corrected over a lousy \$17.00 credit due us for over reading the meter. They just are never wrong? When they do read the meter, it seldom is correct. Where do they come up with some of their figures? I cannot see paying a water bill 12 mos of the year when we are only using 6-7 mos service. Then the sewer is based on gallons used? No way! Any water used to wash cars and water lawns ect does not go down the drain, but we are charged? I have a problem with that! As for the water Quality, in my opinion is poor. We get an Annual report from the County and Aqua, but to me they are just fancy numbers on a worthless

piece of paper. Cannot wash car as it spots terrible. Outside Car Washes are \$5.00-\$9.00 and it adds up to more expense as it needs to be done often due to the heavy Air Pollution we experience in Pasco County. Clothes are yellowing, especially the whites as you cannot mix bleach in with the wash water due to the heavy concentrates of chlorine that Aqua adds to the water. Smells like it is pumped out from our swimming pool.

The water is not drinkable in my opinion. Why does everyone in the park either haul in drinking water, or own a water purifier? More expense! Further, My Cats Won't Drink It.

I further my opinion, being as many park residents dissatisfied with Aqua, it is just a matter of time somebody will circulate a petition to address these problems and I would not hesitate to climb aboard. I further believe, we need to dissolve Aqua Water and seek an alternative source of water. Zephyrhills is World Renowed for it's water and we are stuck with the likes of Aqua? No Way, there has to be a better way.

Respectually

Daniel J. Le Blanc, Jr.

**From:** sun french <lovejesus0625@yahoo.com>  
**To:** AMCONDOPK@JUNO.COM  
**Date:** Thu, 3 Jul 2008 16:03:13 -0700 (PDT)  
**Subject:** Fw: Proposed Aqua Utilities Rate Increase

---

--- On Mon, 6/30/08, gary boudreau <sungary2002@yahoo.com> wrote:

From: gary boudreau <sungary2002@yahoo.com>  
Subject: Proposed Aqua Utilities Rate Increase  
To: contact@psc.state.fl.us  
Cc: "pauline harvey breton" <pbpainter@htwc.biz>, dannflo59@aol.com, "jackie dunn" <crackerjackdunn@aol.com>, "Charles G. Lentz" <charlielentz@earthlink.net>, "sondra & Glenn" <sondraar1960@yahoo.com>, "Paul Stakun" <jpstakun@juno.com>, "sun" <lovejesus0625@yahoo.com>  
Date: Monday, June 30, 2008, 8:55 AM

To WHom It May Concern,

I am writing about a deplorable situation that the residents of American Condominium Parks find themselves in. Aqua Utilities that services the water and sewer needs of our community are attempting to push through a 300% increase in our water and sewer rates. Our community have 307 owners most all of which are at their summer homes in various states around the country. The Aqua Utilities has to their advantage scheduled hearings on the increases while the vast majority of residents are not available to voice their opinions. A 300% increase to a community on fixed incomes is shameless. The service and water quality are less than the average citizen comes to expect from a "utility" company. This community can well document the deplorable service that one has to endure with the "service and billing departments of this company. There is no reason for this increase other then to raise profits for investors. Like communities located adjacent to this one and served by Zephyrhills Water pay less then one half for comparable services and product. I for one have had my "water" tested and having seen the results with my own eyes (a mustard colored sludge forms on the bottom of a 12 oz. glass of water) find the water unfit for human consumption. I end up buying cases of drinking water each month as well as filtering all water for consumption. Many of our community residents are on many medications for several different disease entities. What damage is being done to them by drinking this water ?? We are charged twice the amount of water usage for sewer usage. If someone washes their car, pressure washes their house, waters their flowers and gardens we are charged for "sewer usage". Absolutely ridiculous. Let me get this straight. I pay for the 1.6 gallons to fill the toilet and I pay 3.2 gallons to flush for a total 4.8 gallons everytime I use the toilet. At these rates it won't be long before the old "outhouse" makes a return. Let's pay a reasonable rate for the use, not be held captive by the proposed rates.

Gary Boudreau  
813-782-0982

Richard Fitch  
4855 Baker  
Zephyrhills, Fl 33541  
Lot # 188

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us our on fixed incomes and this will cause us hardship.

Thank You,

Richard Fitch

RF: jk

**From:** Don Rem <[keyonemd@yahoo.com](mailto:keyonemd@yahoo.com)>  
**To:** [amcondopk@juno.com](mailto:amcondopk@juno.com)  
**Cc:** Helga Remington <[omaone@yahoo.com](mailto:omaone@yahoo.com)>  
**Date:** Thu, 3 Jul 2008 11:30:43 -0700 (PDT)  
**Subject:** Aqua proposed rate increase

---

To Whom it may concern at Aqua

We have a lot in the American Condominium park. We only are in Florida for three or four months each year but leave the utilities connected because of the rate is only \$17.00 per month when we don't use the water/sewer utility. The increase is well over 300% which is unexceptable. Many people are on a fixed income and could not aford that amount of an increase. A one dollar increase is exceptable but not a \$50.00. The board should consider this an equatable increas and tie any further increases to the cost of living index or the state of the ecomony.

Donald S. Remington and Helga S. Remington

Easton, MD

e-mail [keyonemd@yahoo.com](mailto:keyonemd@yahoo.com)

**From:** Spinsrs@cs.com  
**To:** AMCONDOPK@JUNO.COM  
**Date:** Wed, 2 Jul 2008 16:59:44 EDT  
**Subject:** AQUA UTILITY BILL

---

I am a home owner in America Condo Park in Zephyrhills, Florida. I would like to voice my option in the rate hick proposal by Aqua Utilities to raise their water and sewer rates. Most of the people in the park are on a fixed income and there rates are high enough for the service we get the water quality is poor I have filters threw out the house just so I can use the water for cooking and cleaning I buy bottle water to drink. They charges for when you not using there service is outrageous I under stand a rate to have a meter but that should be all we are charged.

Please take my request into consideration.

Thank you for considering my request.

Richard D. Speziale Lot 194



#195

**From:** indybasham@aol.com  
**To:** AMCONDOPK@JUNO.COM  
**Date:** Tue, 01 Jul 2008 17:27:40 -0400  
**Subject:** AQUA UTILITY BILL

---

Attention: Public Service Commission

I am a home owner in American Condo Park in Zephyrhills, Florida. I would appreciate it if you wouldn't let Aqua Utilities raise their water and sewer bill as it is high enough and I can barely pay it as it is. I am in the park approximately six to seven months a year and the other half I am at my home in Indiana.

I am on a limited income and it makes it very difficult to pay all the utilities and water bills as it is. Even in the summer when I am not there I get billed even though my water is turned off. The water quality isn't the greatest either and I have to buy bottled drinking water when I am there.

Please take my request into consideration, as not only I but many of us seniors are on a limited income.

Thank you for considering my request.

Sincerely,

Alice Basham

---

Get the Moviefone Toolbar. Showtimes, theaters, movie news, & more!

**From:** "Donald Lare" <donel@localnet.com>  
**To:** <amcondopk@juno.com>  
**Date:** Fri, 4 Jul 2008 10:06:53 -0400  
**Subject:** Aqua Utilities Increase

---

Reference: Docket No.080121-WS

To Whom it May Concern:

In reference to the above docket, we are greatly concerned over the propose increases for both water and sewer in our district. With the rising cost of fuel, and large increases in food prices, amongst other cost increases, we highly recommend that there be no increase in our water and sewer rates. This is an outrageous proposal and we are strongly against any increase.

Eleanor and Donal Lare  
American Condo Resort Park

RE: Aqua Water Increase

To state, I'm totally  
against increase of the  
Aqua Water Inc.

I'm retired and get  
no increases in my  
yearly income.

Lat 209  
Am. Condo  
Harbor Lane  
Zephyrhills

Ron & Evelyn  
Evelyn Logg

July 2/08

*Myers Lot 251*

RE: Aqua Water Increase

The ACP-Z Board is sending a representative on behalf of our residents to protest the increase Aqua water is requesting.

The meeting is Scheduled for July 8, 2008 we are asking residents to write a letter or give us a copy if you already sent one.

Please drop it in the drop box at the office or email it to  
AMCONDOPK@JUNO.COM

Before Monday July 7<sup>th</sup> at noon.

Thank you,  
Board of Directors

*We, Ivo & Patricia  
Myers - Lot 251 -  
protest the water rate increase  
The water is not of good  
Quality & a raise will not improve  
it.*

*# 204*

**From:** <mailclark1@charter.net>  
**To:** <amcondopk@juno.com>  
**Date:** Tue, 1 Jul 2008 17:12:52 -0500  
**Subject:** Concering Acqua Water increase

---

American Condo: Sectary Treasure:

We are opposed to the excessive rate increase by Aqua Water. We live at Lot 204, 35044 Garber Lane, Zephyrhill, Florida 33541.

Larry Clark

#217  
#227

WED July 2, 2008

AMERICAN CONDOMINIUM BOARD OF DIRECTORS  
35/36 Condominium Blvd.  
DEAR CONDO DIRECTORS

Proposed Water  
INCREASE Rates by Aqua  
Utilities for AMERICAN CONDOMINIUM  
PARKS INC, JEFFERSON HILLS,  
FLORIDA 33541

We are giving you per-  
MISSION to represent us as Lot (2)  
OWNERS at a scheduled meeting for July 8, 2008 to be  
held at Lakeland, Florida,

We're asking that you protest on our behalf  
in regard to Aqua Utilities, requesting water rate  
INCREASES for our Park and others.

SINCE living here in the past September ~~1997~~  
to present. We've seen very little if any INCREASE in  
services.

Thank you for your UNDERSTANDING AND  
CONTINUED Support.

James Abbott  
Shirley A. Abbott

Respectfully,  
James I. Abbott  
Shirley A. Abbott

Lot owners of Lot #217 (4838 Baker Ave)  
Lot #227 (35050 Cynthia Ave)

P.S My wife AND I are both on limited  
INCOMES AND consider this rate proposal INCREASE  
AN ADDITIONAL hardship.

We pray for your consideration, especially during  
this time of our whole economy situation.

NAME: BERT & ERMA LANGBEIN

ADDRESS: 35046 CYNTHIA AVE  
Zephyrhills, FL 33541

Lot # 226

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

WE ARE BARELY ABLE TO MEET OBLIGATIONS  
WITH PRESENT LEVEL OF UTILITY  
BILLS.

07-04-08 Bert Langbein  
Erma Langbein

Thank You,

**From:** "Ivey" <mivey@cfl.rr.com>  
**To:** <amcondopk@juno.com>  
**Date:** Sat, 5 Jul 2008 16:27:46 -0400  
**Subject:** Dissatisfaction of Latest Rate Increases

---

Aqua Utilities Florida , Inc.

RE: Latest Water Increase

This email serves as our family's protest to the latest water increase. This raise in rates is unjust and unfair as this increase is in extreme excess. The community citizens are acting out against this measure and are notifying you of our dissatisfaction and we are also notifying our local and state governing authorities.

We are unable to attend the Lakeland meeting that will address this increase and would like to voice our concerns in writing and be represented by our community leaders.

Julie Woodall  
Account: 000897381 0640226  
35104 Cynthia Avenue  
Zephyrhills, FL 33541



7/10/08

To whom it May Concern:

I wish to register my  
Protest to the large rise in the  
cost of water. I would be amenable  
to the raise of 10-15% due to the  
raise in the cost of living.

Janet Floyd  
35043 Condomonium Blvd  
Lot 242  
Zephyrhills, FL 33541  
813-780-7392

Lot #244

**From:** "rayjeanzhills@juno.com" <rayjeanzhills@juno.com>  
**To:** amcondopk@juno.com  
**Date:** Wed, 2 Jul 2008 22:16:44 GMT  
**Subject:** high water rates

---

TO WHOM THIS MAY CONCERN, WE ARE RETIRED SENIOR CITIZENS LIVING IN AMERICAN CONDO PARK PAYING TOP DOLLAR NOW FOR YOUR MOST UNPLEASANT WATER. SPOTS THE CAR AND RUINS OUR SINK FIXTURES, PLUS THE WONDERFUL STUFF WE HAVE IN THE BOTTOM OF OUR WATER TANK.... HOW CAN YOU RAISE OUR PRICES??? PLEASE <sup>25</sup>CONSIDER YOUR REQUEST. RAYMOND + JEAN KIRWIN AMERICAN CONDO PARK ZEPHYRHILLS FLORIDA 33541

---

[Disease Information Online - Click here!](#)

Jewell Fitch  
4837 Bobby  
Zephyrhills, Fl 33541  
Lot # 249

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us are on fixed incomes and this will cause us hardship.

Thank You,

Jewell Fitch

JF: jk

Ivo Myers  
4827 Bobby Ave.  
Zephyrhills, FL 33541 Lot 251

We protest the water rate increase the water is not good. Quality & a rate increase will not improve the quality of water.

Thank you

Ivo Myers

IM;jk

**YAHOO! MAIL**

Print - Close Window

**Date:** Wed, 2 Jul 2008 10:35:09 -0700 (PDT)  
**From:** "Pat Dimmer" <pcdimmer@sbcglobal.net>  
**Subject:** water rates  
**To:** amcondopk@juno.com

**To:** FLORIDA PUBLIC SERVICE COMMISSION  
**Subject:** Hearing on water rates, Docket No. 080121-WS

Dear FPSC Members,

We the undersigned, Donald F. Dimmer and Patricia C. Dimmer, residential customers, do not believe an increase in water and sewer rates as requested by Aqua Utilities Florida, Inc. are warranted or fair.

1. The base water charge of \$21.92 from \$6.30 is obscene, an increase of over 300%.  
 The base wastewater charge of \$45.26 from \$11.39, almost 400% is also unfair.  
 As 6 month residence customers, we are obligated to pay these rates even without any water or sewerage usage.

2. The setup, as proposed, will penalize the people who are trying to conserve water and favor those who don't and use or waste our precious water reserves. With the proposed rates, the actual total cost per 1000 gallons actually decreases the more that is consumed. At a time when we should conserve water, we will reward those who use the most.

If any increase is necessary, reduce the base charges and increase the rate per 1000 gallon usage and people will conserve more.

Thank you, and help us conserve our water.

Donald F. Dimmer & Patricia C. Dimmer  
 4807 Bobby Ave  
 Zephyrhills, FL 33541

[http://us.f824.mail.yahoo.com/ym/ShowLetter?box=Sent&MsgId=199\\_7709861\\_2535\\_595...](http://us.f824.mail.yahoo.com/ym/ShowLetter?box=Sent&MsgId=199_7709861_2535_595...) 7/2/2008

# **AUF proposed rate increase effect on residential (5/8"X3/4") usage per 1000 Gallons**

**Current Rates:**                      water base \$ per 1000    waste base \$ per 1000  
    6.30                      5.05                      11.39                      11.48

	No usage	1000 gal	2000 gal.	3000 gal.	4000 gal.	5000 gal
Total Cost (prior rates)	17.69	34.20	50.71	67.22	83.73	100.24
Total cost per 1000 gallon usage		34.20	25.36	22.41	20.93	20.05

**Proposed Final Rates:**                      water base \$ per 1000    waste base \$ per 1000  
    21.92                      3.80                      45.26                      8.73

	No usage	1000 gal	2000 gal.	3000 gal.	4000 gal.	5000 gal
Total Cost (proposed final rate)	87.18	79.71	92.24	104.77	117.30	129.83
Total cost per 1000 gallon usage		79.71	46.12	34.92	29.33	25.97

**% increase over prior rate**    280%        133%        82%        56%        40%        30%

D. Dimmer, 4807 Bobby Ave, Zephyrhills, FL 33641

Lot #255

**From:** Pat Dimmer <pcdimmer@sbcglobal.net>  
**To:** amcondopk@juno.com  
**Date:** Wed, 2 Jul 2008 10:35:09 -0700 (PDT)  
**Subject:** water rates

---

**To:** FLORIDA PUBLIC SERVICE COMMISSION  
**Subject:** Hearing on water rates, Docket No. 080121-WS

Dear FPSC Members,

We the undersigned, Donald F. Dimmer and Patricia C. Dimmer, residential customers, do not believe an increase in water and sewer rates as requested by Aqua Utilities Florida, Inc. are warranted or fair.

1. The base water charge of \$21.92 from \$6.30 is obscene, an increase of over 300%.

The base wastewater charge of \$45.26 from \$11.39, almost 400% is also unfair.

As 6 month residence customers, we are obligated to pay these rates even without any water or sewerage usage.

2. The setup, as proposed, will penalize the people who are trying to conserve water and favor those who don't and use or waste our precious water reserves. With the proposed rates, the actual total cost per 1000 gallons actually decreases the more that is consumed. At a time when we should conserve water, we will reward those who use the most.

If any increase is necessary, reduce the base charges and increase the rate per 1000 gallon usage and people will conserve more.

Thank you, and help us conserve our water.

Donald F. Dimmer & Patricia C. Dimmer  
1807 Bobby Ave.  
Zephyrhills, FL 33541

Tom & Judy Butzin  
4803 Bobby Ave.  
Zephyrhills, Fl 33541  
Lot #256

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Commissioners please reconsider their request.

Thank You,  
Tom & Judy Butzin

TJB:jk



LOT #260

**From:** "Carol Salino" <crsalino@htva.net>  
**To:** <amcondopk@juno.com>  
**Date:** Thu, 3 Jul 2008 14:39:13 -0400  
**Subject:** Aqua Water/Sewer Bill

---

Our thoughts on Aqua's wanting to increase the base rate is simply Outrageous Highway Robbery Sincerely Robert & Carolyn Salino

**From:** [Shawbaltic@aol.com](mailto:Shawbaltic@aol.com)  
**To:** [AMCONDOPK@JUNO.com](mailto:AMCONDOPK@JUNO.com)  
**Date:** Thu, 3 Jul 2008 15:05:00 EDT  
**Subject:** Water rate increase

---

To Whom It May Concern,

I was not informed by Aqua Water about the increase in water rates. I was informed by American Condominium Park that Aqua Water was trying to raise the base rate for water from \$17.69 to \$67. + just for base water rate weather we use water or not. I think this is bull. I can't think of any reason why we should have to pay for water that we don,t use. That kind of a raise is just out of the question.

Charlene & Sam Shaw  
7/3/2008

---

Gas prices getting you down? Search AOL Autos for fuel-efficient used cars.

Sandra L. Baxter

NAME: Sandra Baxter

ADDRESS: 4802 Elwana Way  
Zephyrhills, FL 33541



The Baxter's  
Sandy & Rich  
4802 Elwana Way  
Lot 263  
Zephyrhills, Fla  
33541

Lot # 263 American Condo

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

7-4-2008

ADDITIONAL COMMENTS: you ARE DRIVING US OUT of FLORIDA. Will you be happy when we Leave and The people do not come back? With out us To Keep FLORIDA alive WHERE will The charges of gasoline elec. and water. <sup>Thank You</sup> END. We can not and ~~we~~ will not accept THESE increased base charges. There is not any Residents in our Area That can afford this.

THEY ARE unfair in having ANY hearing when THERE ARE most of us gone. You can not expect any of us people To stand for THESE ~~increased~~ base charges. This is a 300% increase when we ARE not EVEN here. Do You want US To LEAVE?

# 265  
# 106

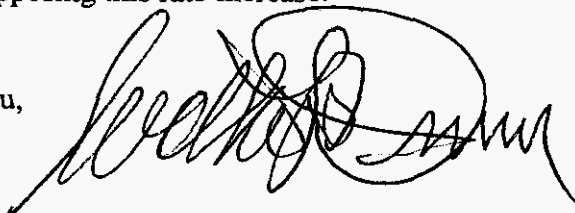
Walter Dunn  
4812 Elwanaway  
Zephyrhills, FL 33541  
Lot # 265  
# 106

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

Thank you,

A handwritten signature in black ink, appearing to read "Walter Dunn", written over a circular stamp or seal.

Carol S. Kehrley  
4849 Elwana Way  
Zephyrhills, Fl 33541  
Lot #271

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us are on fixed incomes and this will cause us hardship.

Thank You,  
Carol S. Kehrley

**From:** Dick and Barbara <carolinakoepps@yahoo.com>  
**To:** AMCONDOPK@JUNO.COM  
**Date:** Thu, 3 Jul 2008 15:15:37 -0700 (PDT)  
**Subject:** Petition filed by Aqua Utilities, Florida, Inc.

---

July 3, 2008

TO: American Condominium Board of Directors

FROM: Barbara Koepp

I request that you represent me at the hearing for the increase in utility rates as filed by Aqua Utilities Florida, Inc.

Since I own two lots I am doubly opposed to this preposterous petition. I have seen rate increase before but nothing that compares with this. I am in residence in the park about 6 1/2 months; however, I must pay for twelve months. This rate increase would be very unfair. During the time I am in residence I must buy all my drinking water and water that I use for tea, coffee and lemonade because of the poor quality of the water. The taste of the tap water is most unpleasant to me.

Please express my vehement opposition to the petition of Aqua Utilities Florida, Inc., at the Customer Service Hearing before the Florida Public Service Commission.

Thank you.

Barbara Koepp

Lots 273 and 210

Eileen Shields  
4831 Elwana Way  
Zephyrhills, Fl 33541  
Lot # 275

Until I was notified by our development I was unaware of the proposed increase. I did not even receive a notice.

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us our on fixed incomes and this will cause us hardship.

Thank You,

Bill Harker  
4807 Elwana Way  
Zephyrhills, Fl 33541  
Lot # 280

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us are on fixed incomes and this will cause us hardship.

Thank You,

Bill Harker

BH:jk

---



Helen & Chet Okalski  
4743 Elwana Way  
Zephyrhills, Fl 33541  
Lot # 284

After receiving my notice that Aqua Water is requesting rate increases on base charges of water and sewer from the current charges of \$17.69 to the proposed rate of \$67.18 before any usage of water and sewer is added is unfair.

Most of us are on fixed incomes and this will cause us hardship.

Thank You,

Helen & Chet Okalski

HO:jk

NAME: CLEONE JETT

ADDRESS: 35018 JADE DR  
Zephyrhills, FL 33541

Lot # 287

Dear Commissioners:

Aqua water asking for current base charges on water and sewer to go from \$17.69 to \$67.18 per month before any usage is added is unreasonable.

Requesting this hearing when most of our residents are not in the state of Florida is unfair.

ADDITIONAL COMMENTS:

*What are you thinking?*

*I am on a limited income & with an increase like this, I would have to choose between washing clothes or bathing to be able to have water to drink & cool with.*

Thank You,

*Cleone Jett*  
*287 Jade Dr*  
*33541 Zephyrhills FL*

I Georgina Carrill own five lots in the American Condo Park. We are on a fixed income and have large medical bills coming in each month. We can't afford the increases you are asking for.

Thank you,  
Georgina Carrill  
4745 Stuey Dr..  
Zephyrhills, Fl 33541

GC: jk

From: Yeazel608@aol.com  
To: jpstakun@juno.comm, sixacross@yahoo.com  
Cc: taronson@yahoo.com, baxter1941@yahoo.com, sungary2002@yahoo.com, pbbainter@htwc.biz, jbrion@tampabay.rr.com, charlesburton2@juno.com, butzinj@yahoo.com, DeBrotRS@aol.com, maadinse812@juno.com, SMOKEY51@wmconnect.com, motorhome14@cox.net, Waterglide@earthlink.net, ralcal@juno.com, jrsculpt@hotmail.com, dnewell49@auracom.com, gnovak1@stny.rr.com, jobenour@prodigy.net, patostrum@yahoo.com, mpesci@msn.com, sondraar1960@yahoo.com, tcseerveld@yahoo.com, rcflyer@rogers.com, lrrsterling71@yahoo.com, skstone@ncats.net, kastawaykaty@yahoo.com, alanddeb74@hotmail.com, Welchpt1@aol.com  
Date: Wed, 25 Jun 2008 16:16:25 EDT  
Subject: Re: Aqua Utilities

---

Hello Paul, Carolyn, Gene & Wanda - Just a note to let you know we (Reta and I both on a speaker phone) called the 1-800 number of the FL PSC today to register our opposition to the Aqua Water Utility proposed rate increase. Some of the points we mentioned to a "Deandra" who took notes re our phone conversation were:

- 1). We hoped that the FL PSC does a comparative rate analysis of comparable water/sewer utilities in the same area that Aqua Utilities also serves? Deandra said the the commission does this.
- 2). If so, then PSC and the general public need to know why Aqua Utilities are already are almost double the rates charged by Zephyr Water Utilities and others that may serve the Zephyrhills area.
- 3). We also mentioned about the big snafu of their billing practices which occurred last year. That the billings were very confusing to the point where their own billing office personnel not only can understand what is going on, but cannot answer inquiries from customers. I stated pretty much what Paul said, their personnel are incompetent.
- 4). We stated that if there is any way we can get divested from the Aqua Water Utilities am sure most of the residents in the park would approve of this if the cost wasn't prohibitive.

Deandra said the commission members do read through the complaints and takes them into consideration prior to granting any type of rate increase. So hope she is right on all of this.

So do hope a big share of the ACP-Z residents will take the time to call the FL PSC. See that Aqua Water Utilities is asking for the increase for several counties.

Take care and hope you all are having a good summer.

Hugs from Terry & Reta

Shirley Williams  
35102 Condo Blvd.  
Zephyrhills, Fl 33541  
Lot #295

After receiving my notice that Aqua Water is requesting a rate increase on base charges on water from \$6.30 to \$21.92 and sewer from \$11.39 to \$45.26

The current base charges are now \$17.69 and if Aqua gets their rate increase the new base charges would be \$67.18 for every month regardless if you are in residence or not.

We are opposing this rate increase.

Thank you,

*Shirley Williams*

Shirley Williams

35108 Condominium Blvd.  
Zephyrhills, FL 33541-7332  
Lot 00000058 Block:  
Account # 000897395 0640238  
Zephyr Shores

June 30, 2008

Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399

Re: Docket No. 080121-WS  
for Aqua Utilities Florida, Inc.  
Hearing to be held July 8, 2008  
Lakeland City Hall, Lakeland, FL

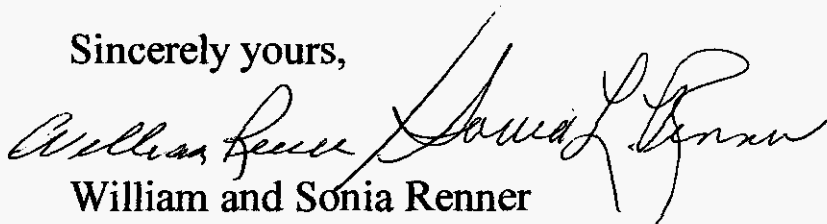
To Whom It May Concern:

Thank you for giving us an opportunity to express our concerns regarding Aqua Utilities Florida, Inc. request for these outrageously large increases in our water and wastewater usage.

We realize this company, as well as all businesses, needs to make a profit that enables them to continue their services, etc. Our displeasure is in the UNNECESSARILY large increase request. The figures sent to us with the referenced notice are certainly self-explanatory and totally out of line.

Please exercise your caution during this hearing and take into consideration that many citizens are on very limited incomes and will be unable to pay this tremendous increase. Thank you.

Sincerely yours,

  
William and Sonia Renner

pc: ACP-Z, Inc.

**From:** TheMacs345@aol.com  
**To:** AMCONDOPK@JUNO.COM, FLPrincessPita@aol.com  
**Date:** Thu, 3 Jul 2008 13:25:41 EDT  
**Subject:** Aqua water rate increase

---

As snowbird renters at American Condominium RV Park, we wish to join the residents in protesting the proposed water base and sewer base increase. The increase appears to be way out of line, and we feel that this can and perhaps will reflect on our ability to continue enjoying our winter months at the park.

Sincerely,

Richard L. and Nancy J. McLaughlin  
120 Ridgewood Drive  
Marquette, Michigan 49855

906-249-3347

---

Gas prices getting you down? Search AOL Autos for fuel-efficient used cars.

DOCKET No. 080121-W5

#55

Gus Alexakis

ZEPHYRSHORES - 210 MOBILE HOMES  
SENIOR MOBILE HOME PARK



FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 080121-W5 EXHIBIT 55

COMPANY Gus Alexakis (Citizen Zephyrshores?)

WITNESS Various Information

DATE 09/26/08



## #55 Composite Bill

- Aerial Photo of Zephyr Shores
- Stint about Interview
- Copy of Aqua Water Bills
- Copy of Pasco County Utility Bill
- Spreadsheet Comparison of Bills
- Zephyr Shores Petition against Inci
- Aqua Annual Report
- Stint about Alexakos
- 2007 Water Quality Report

ON JULY 25, 2008

I RECEIVED A PHONE CALL FROM  
ABC ACTION NEWS, KERRY KAVANAUGH.  
SHE ASKED IF I WOULD BE HOME FOR  
AN HOUR, I SAID YES, AND WITHIN AN HOUR  
A HUGE ABC SATILITE TRUCK PULLED IN  
OUR DRIVEWAY. THEY DID A LIVE INTERVIEW  
WITH ME IN OUR KITCHEN REGARDING AQUAWAT<sup>E</sup>  
AT 5:30 pm. THOSE <sup>ALSO</sup> PRESENT FROM ABC WERE  
MATT McGLASHEN AND ERIC MOORE. ~~AND~~  
KERRY KAVANAUGH CONDUCTED THE INTERVIEW.  
THEY ALL REFUSED TO TASTE THE WATER.

Gus Alexakis

Telephonically

#155

Gus ALEXAKOS  
4625 WINDY LANE  
ZEPHYRHILLS, FLORIDA 33541

DOCKET No. 080121 WS

*Zephyrus here*

WE PURCHASE WATER FOR CONSUMPTION

\$10.16 A WEEK

\$528.32 A YEAR

12 IN A CASE HALF-PINT

**WAL★MART**

Save money. Live better.™

SUPER CENTER  
WE SELL FOR LESS  
MANAGER THOMAS SCHENDORF  
( 813 ) 782 - 1957  
ZEPHYRHILLS, FL

ST# 0706 OP# 00003540	TE# 21	TR# 04671
ZEPHYRHILLS 007343000801	F	2.54 N
ZEPHYRHILLS 007343000801	F	2.54 N
ZEPHYRHILLS 007343000801	F	2.54 N
ZEPHYRHILLS 007343000801	F	2.54 N
BOUNCE SHEET 003700080070		3.84 X
** VOIDED ENTRY **		
BOUNCE SHEET 003700080070		3.84-X
SUBTOTAL		10.16
TOTAL		10.16
CASH TEND		20.00
CHANGE DUE		9.84

# ITEMS SOLD 4

TC# 4141 6925 2125 7564 4669



All you need for back to school.  
At our best-in-class prices.  
08/11/08 11:50:32

**WAL★MART**

Save money. Live better.™

SUPER CENTER  
WE SELL FOR LESS  
MANAGER THOMAS SCHENDORF  
( 813 ) 782 - 1957  
ZEPHYRHILLS, FL

ST# 0706 OP# 00002689	TE# 11	TR# 04919	
ZEPHYRHILLS 007343000801	F	2.54 N	
ZEPHYRHILLS 007343000801	F	2.54 N	
ZEPHYRHILLS 007343000801	F	2.54 N	
ZEPHYRHILLS 007343000801	F	2.54 N	
SUBTOTAL			10.16
TOTAL			20.00
CASH TEND			20.00
CHANGE DUE			9.84

# ITEMS SOLD 4

TC# 7060 8617 4063 9386 6885  
Get hundreds of money saving tips.  
Visit walmart.com/moneysavingtips  
09/10/08 09:04:56





Service To:  
**GUS ALEXAKOS**  
**4625 WINDY LN**  
**ZEPHYRHILLS, FL 33541-2125**  
**Lot: 00000032 Block:**

Account Number  
**000901336 0643998**  
 ZEPHYR SHORES

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

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

Questions about your water/sewer service?... Contact us before the due d.  
 Bill Date **August 22, 2008** Total Amount Due **\$ 109.73** Due Date **September 15, 2008**

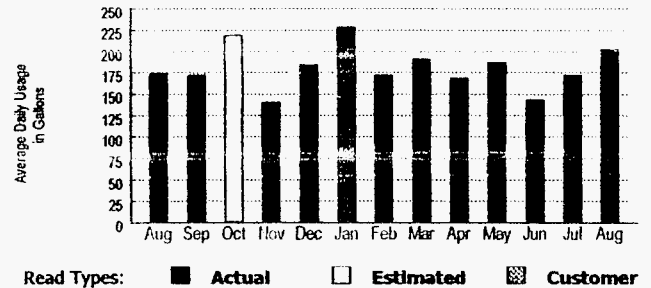
### Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
76734205	5/8	08/20/08	30	Actual	435000	6,100	Gall
		07/21/08		Actual	428900		
Average Daily Usage = 203 Gallons		Total Days: 30		Total Usage:		6,100	Gall

### Billing Detail

Amount Owed from Last Bill ..... \$ 100.11  
 Total Payments Received..... 100.11  
**Balance..... 0.00**  
 Water Base Facility Charge ..... 6.42  
 6,100 gallons @ \$0.00513 per gallon ..... 31.29  
 Current Water Charges..... 37.71  
 Sewer Base Facility Charge ..... 11.63  
 6,000 gallons @ \$0.00994 per gallon ..... 59.64  
 Next 100 gallons @ \$0.00 per gallon..... 0.00  
 Current Sewer Charges..... 71.27  
 Utility Tax..... 0.75  
**Amount Due 09/15/08 ..... \$ 109.73**

### Water Usage History



### Message Center

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

1336431

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

FL6512018

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

## AQUA Water/Sewer Bill

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

Service To:  
**GUS ALEXAKOS**  
**4625 WINDY LN**  
**ZEPHYRHILLS, FL 33541-2125**  
**Lot: 00000032 Block:**

Account Number  
**000901336 0643998**  
 Total Amount Due **\$ 109.73** Due Date **September 15, 2008**  
 Amount Enclosed

\$

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

Seq=35386 Cyc=33PJ 1up=834976

0643998

\*\*\*\*\*AUTO\*\*5-DIGIT 33541 C 98 P 108  
**GUS ALEXAKOS**  
**4625 WINDY LN**  
**ZEPHYRHILLS FL 33541-2125**



000901336064399800000000109731



D.1-2

Docket No 080121-WS



Service To:  
GUS ALEXAKOS  
4625 WINDY LN  
ZEPHYRHILLS, FL 33541-2125  
Lot: 00000032 Block:

Account Number  
**000901336 0643998**  
ZEPHYR SHORES

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

Tel: **877.987.2782**

Fax: **866.780.8292**

e Mail: **custserv@aquaaamerica.com**

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

Bill Date

**July 23, 2008**

Total Amount Due

**\$ 100.11**

Due Date

**August 14, 2008**

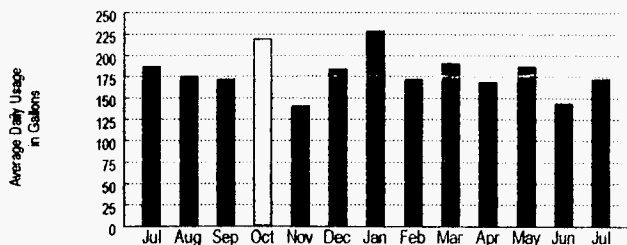
## Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
76734205	5/8	07/21/08	31	Actual	428900	5,400	Gallons
		06/20/08		Actual	423500		
Average Daily Usage = 174 Gallons		Total Days:	31	Total Usage:		5,400	Gallons

## Billing Detail

Amount Owed from Last Bill ..... \$ 80.38  
Total Payments Received..... 80.38  
**Balance..... 0.00**  
Water Base Facility Charge ..... 6.42  
5,400 gallons @ \$0.00513 per gallon ..... 27.70  
Current Water Charges..... 34.12  
Sewer Base Facility Charge ..... 11.63  
5,400 gallons @ \$0.00994 per gallon ..... 53.68  
Current Sewer Charges ..... 65.31  
Utility Tax..... 0.68  
**Amount Due 08/14/08 ..... \$ 100.11**

## Water Usage History



Read Types: ☒ Actual ☐ Estimated ☒ Customer

## Message Center

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

1336431

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

FL6512018

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

Service To:  
GUS ALEXAKOS  
4625 WINDY LN  
ZEPHYRHILLS, FL 33541-2125  
Lot: 00000032 Block:

## AQUA Water/Sewer Bill

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

Account Number  
**000901336 0643998**

Total Amount Due

**\$ 100.11**

Due Date

**August 14, 2008**

Amount Enclosed

\$ 100.11

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

Seq=30408 Cyc=33PJ 1up=624988

0643998

\*\*\*\*\*AUT0\*\*5-DIGIT 33541 C 87 P 104  
GUS ALEXAKOS  
4625 WINDY LN  
ZEPHYRHILLS FL 33541-2125



00090133606439980000000100115



D 1-2

Docket No. 080121-WS

H-5

**Docket No. 080121-WS**

**Aqua Utilities Florida Inc.**

**September 26, 2008**

**Comments regarding the recent rate filing by Aqua Utilities of Florida Inc. Serving the communities of Zephyrshores and American Condo.**

**The residents of this community are all retired and most on fixed incomes.**

**The date of this filing May 22, 2008 seems to have been calculated to coincide with the annual migration north of many of the residents of both communities.**

**The requested service and water quality seems to reflect perfect service! However the water is cloudy and discolored and most residents refuse to drink the water, and purchase bottled water from the local grocery stores in the area. Here are my bills for bottled drinking water.**

**We assume that Aqua tests for water are taken and measured from the well head and not from the distribution system within the community.**

**On numerous occasions we have requested that the waste water lines be inspected with a video camera. This request has been made at the past two Florida Public service commission meetings. The 2007 request was made at the Lakeland public hearing, as well as the July 8, 2008 second request, and we have yet to see any action by Aqua Utilities.**

**We certainly take issue with the existing rates, and the filing for uniform rates for waste water services. As Aqua simply collects and hands over to Pasco County the responsibility for transporting and treating the waste water.**

**Further, Pasco Counties rates for these services amount to a charge of \$3.44 per 1000 gallons of waste water. My August billing from Aqua for**

**waste water was \$71.27 dollars; Aqua's cost for this service from Pasco County would have been \$20.64.**

**We understand the all costs have been increasing and realize that some increase may be necessary. But no where near the magnitude that is being requested.**

**We respectfully request that the Florida Public Commission give serious consideration that we the residents of Zephyrshores are all on Social Security and really being severely impacted by the increased costs for gasoline, food, electricity (fuel cost adjustment factor) just went up by 27% for electricity this past July. The most recent government numbers indicate that the rate of inflation to date is 5.6% and we got less than half that amount in our last Social Security increase this past January.**

**We further request that the Commission consider requesting that Pasco County become the provider of our Water and Waste Water.**

**Attachments**

**No.comparative rates Pasco County**

**No 2 Page 6 of 2004 Aqua Utilities annual report**

**Respectfully submitted**

**Gus Alexakos**



# Docket No. 080121 WS

## Water rates Adjacent to Zephyrshores by Pasco County

Jun-08		Jun-08 Pasco County		Differential	Percentage
Aqua Utilities					
Water base Facility	\$6.42	\$6.75	Monthly connection		
4100 @0.00513	\$21.03	\$8.96	2.24 per 1000-6000		
<b>Current water charge</b>	<b>\$27.45</b>	<b>\$15.71</b>	<b>Current Water chg.</b>		
Sewer base charge	\$11.63	\$12.50	Sewer base charge		
4100 gals@0.00994	\$40.75	\$14.00	3.50 per 1000 gals		
<b>Current sewer chgs</b>	<b>\$52.38</b>	<b>\$26.50</b>	<b>Current Sewer Chgs</b>		
Utility Tax	\$0.55	\$0.00			
<b>Amount due</b>	<b>\$80.38</b>	<b>\$42.21</b>	<b>Amount due</b>	<b>\$38.17</b>	<b>90.4%</b>
Jul-08		7/1 Pasco County			
Aqua Utilities					
Water base Facility	\$6.42	\$6.75	Monthly connection		
5400 @0.00513	\$27.70	\$11.20	2.24 per 1000-6000		
<b>Current water charge</b>	<b>\$34.12</b>	<b>\$17.95</b>	<b>Current Water chg.</b>		
Sewer base charge	\$11.63	\$12.50	Sewer base charge		
5400 gals@0.00994	\$53.68	\$17.50	3.50 per 1000 gals		
<b>Current sewer chgs</b>	<b>\$65.31</b>	<b>\$30.00</b>	<b>Current Sewer Chg.</b>		
Utility Tax	\$0.68	\$0.00			
<b>Amount due</b>	<b>\$100.11</b>	<b>\$47.95</b>	<b>Amount due</b>	<b>\$52.16</b>	<b>108.8%</b>
8/8		8/8 Pasco County			
Aqua Utilities					
Water base Facility	\$6.42	\$6.75	Monthly connection		
6100 @0.00513	\$31.29	\$13.44	2.24 per 1000-6000		
<b>Current water charge</b>	<b>\$37.71</b>	<b>\$20.19</b>	<b>Current Water chg.</b>		
Sewer base charge	\$11.63	\$12.50	Sewer base charge		
6000 gals@0.00994	\$59.64	\$21.00	3.50 per 1000 gals		
<b>Current sewer chugs</b>	<b>\$71.27</b>	<b>\$33.50</b>	<b>Current Sewer Chug</b>		
Utility Tax	\$0.75	\$0.00			
<b>Amount due</b>	<b>\$109.73</b>	<b>\$53.69</b>	<b>Amount due</b>	<b>\$56.04</b>	<b>104.4%</b>
<b>3 month running total</b>	<b>\$290.22</b>	<b>\$143.85</b>		<b>\$146.37</b>	<b>101.8%</b>
<b>Average Month bill</b>	<b>\$96.74</b>	<b>\$47.95</b>		<b>\$48.79</b>	<b>101.8%</b>

I strongly disagree with uniform rate structure as proposed by Aqua Utilities of Florida  
Aqua pumps the wastewater from Zephyrshores to Pasco County for transport and  
treatment at the Pasco County treatment plant.

My August bill from Aqua Utilities of Florida amounted to **\$71.27**. Pasco County charges  
Aqua Utilities of Florida **\$3.44** per thousand gallons of waste water. Therefore the real cost  
of my wastewater for the month of August was **\$20.64** to Aqua Utilities of Florida.

That's a markup of over 300%.

Profit's like this are totally unreasonable!, No question they need money to cover billing's.

G & A (General and Administrative expense)and a reasonable return on Investment.

The purchase price of \$14,747,000.00 (Dated July 1, 2004) for 63 small water and waste water  
companies with 40,000 customers represents an average investment per customer of roughly  
\$370.00 per customer (Information taken from 2004 annual report) Page 6 of the 2004 annual  
is attached to this document.

The amount of investment per customer if the Annual report is correct seems rather small in  
comparison to the requested rate increase. In addition, this investment has accrued 3 years  
of depreciation, if there has been no capital improvements since this purchase.

*Zephyrshores*



## AQUA AMERICA, INC. AND SUBSIDIARIES

### MANAGEMENT'S DISCUSSION AND ANALYSIS OF FINANCIAL CONDITION AND RESULTS OF OPERATIONS (continued) (In thousands of dollars, except per share amounts)

and other infrastructure. This factor is important in our continued profitability and in providing a fair return to our shareholders, and thus providing access to capital markets to help fund these investments. Often these utility investments are required by a changed federal or state environmental standard, to improve our ability to deliver quality customer service, or to assist in our ability to supply water in sufficient quantities for future demand or when experiencing drought conditions. A strategy to meet the above challenges is to actively explore opportunities to expand our utility operations through acquisitions of water and wastewater utilities either in areas adjacent to our existing service areas or in new service areas. This growth-through-acquisition strategy allows us to operate more efficiently and provides an important source for possible future growth. The ability to successfully execute this strategy and meet the industry challenges is largely due to our qualified and trained workforce, which we strive to retain by treating employees fairly and providing our employees with development and growth opportunities.

We believe that acquisitions will continue to be an important source of growth for us. With more than 50,000 community water systems in the U.S., 84% of which serve less than 3,300 customers, the water industry is the most fragmented of the major utility industries (telephone, natural gas, electric, water and wastewater). In the states where we operate, we believe there are over 22,000 public water systems of widely varying size, with the majority of the population being served by government-owned water systems.

Although not as fragmented as the water industry, the wastewater industry in the U.S. also presents opportunities for consolidation. According to the U.S. Environmental Protection Agency's (EPA) most recent survey of publicly-owned wastewater treatment facilities in 2000, there are approximately 16,000 such facilities in the nation serving approximately 72% of the U.S. population. The remaining population represents individual homeowners with their own treatment facilities; for example, community on-lot disposal systems and septic tank systems. The vast majority of wastewater facilities are government-owned rather than privately-owned. The EPA survey also indicated that there are approximately 6,600 wastewater facilities in operation or planned in the 13 states where we operate.

Because of the fragmented nature of the water and wastewater utility industries, we believe that there are many potential water and wastewater system acquisition candidates throughout the United States. We believe the factors driving the consolidation of these systems are:

- the benefits of economies of scale;
- increasingly stringent environmental regulations;
- the need for capital investment; and
- the need for technological and managerial expertise.

On June 1, 2004, we acquired the capital stock of Heater Utilities, Inc. for \$48,000 in cash and the assumption of long-term debt of \$19,219 and short-term debt of \$8,500. The acquired operation provides water and wastewater service to over 50,000 water and wastewater customers primarily in the areas of suburban Raleigh, Charlotte, Gastonia and Fayetteville, North Carolina. On June 30, 2004, we acquired certain utility assets of Florida Water Services Corporation, comprised of 63 water and wastewater systems located in central Florida for \$14,747 in cash. In accordance with Florida procedures, the acquisition remains subject to regulatory approval by the Florida Public Service Commission. This process is not expected to be completed prior to September 2005. The operating results of these acquisitions have been included in our consolidated financial statements beginning on the respective acquisition dates. Under the terms of the purchase agreement, the Commission's review process may result in an adjustment of the final purchase price based on the Commission's determination of plant investment for the systems. The final purchase price is not expected to result in the recognition of goodwill.

On July 31, 2003, we completed the acquisition of four operating water and wastewater subsidiaries of AquaSource, Inc., a subsidiary of DQE, Inc., including selected, integrated operating and maintenance contracts and related assets, for \$178,428 in cash, as adjusted for a purchase price reduction received in August 2004 of \$12,289.

DOCKET No. 080121 WS

Bill to be paid

Pasco County Utilities  
14626 Sixth Street  
Dade City, FL 33523  
(352) 521-4285

Pasco County Utilities  
RATES AND CHARGES  
EFFECTIVE OCTOBER 1, 2007  
e-mail: [utilcustserv@pascocountyfl.net](mailto:utilcustserv@pascocountyfl.net)

Pasco County Utilities  
7508 Little Road - P.O. Box 2139  
New Port Richey, FL 34656-2139  
New Port Richey (727) 847-8131  
Land O' Lakes (813) 996-7341 Ext. 8131

Meter Size	Installation	Relocation	Calibration	Water Wet Tap <sup>1</sup>	Sewer Wet Tap <sup>1A</sup>	Owner Deposit	Tenant Deposit	Water <sup>2</sup>	Sewer <sup>3</sup>
5/8" to 3/4"	\$241.00	\$208.00	\$ 85.00	\$293.00	N/A	\$120.00	\$149.00	\$ 6.75	\$ 12.50
1"	\$277.00	Actual Cost	\$ 85.00	\$324.00	N/A	\$125.00	\$155.00	\$ 16.88	\$ 31.25
1 1/2"	\$510.00	Actual Cost	\$110.00	\$480.00	N/A	\$140.00	\$174.00	\$ 33.75	\$ 62.50
2"	\$540.00	Actual Cost	\$110.00	\$980.00	\$797.00	\$165.00	\$205.00	\$ 54.00	\$ 100.00
3"	N/A	Actual Cost	Actual Cost	\$319.00	\$319.00	\$205.00	\$255.00	\$ 101.25	\$ 187.50
4"	N/A	Actual Cost	Actual Cost	\$319.00	\$319.00	\$270.00	\$335.00	\$ 168.75	\$ 312.50
6"	N/A	Actual Cost	Actual Cost	\$319.00	\$319.00	\$370.00	\$459.00	\$ 337.50	\$ 625.00
8"	N/A	Actual Cost	Actual Cost	\$319.00	\$319.00	\$500.00	\$621.00	\$ 540.00	\$1,000.00
10"	N/A	Actual Cost	Actual Cost	\$319.00	\$319.00	\$621.00	\$771.00	\$ 776.25	\$1,437.50
12"	N/A	Actual Cost	Actual Cost	\$319.00	\$319.00	\$771.00	\$957.00	\$1,451.25	\$2,687.50

**Water Charges:**

1,000 to 6,000 gallons	\$2.24 per 1,000 gallons
6,001 to 9,000 gallons	\$3.02 per 1,000 gallons
9,001 to 15,000 gallons	\$3.81 per 1,000 gallons
15,001 and over	\$4.59 per 1,000 gallons

**Other Service Fees and Charges:**

Turn on/turn off service (scheduled 24 hours in advance)	\$ 39.00
Turn on/turn off service (emergency)	\$ 50.00
Emergency service call (after hours)	\$122.00
Meter reading request (special)	\$ 39.00 <sup>4</sup>
Reconnection after turn off for nonpayment	\$ 49.00

**Sludge Processing:** \$99.40 per 1,000 gallons

**Septage:** \$55.49 per each 1,000 gallons

**Sewer Charges:**

Base rate plus \$3.50 per each 1,000 gallons of metered water.	
Maximum monthly residential sewer	\$47.50
Sewer only customers with no water meter	\$47.50
There is no maximum sewer charge on commercial accounts.	

**Bulk Wastewater:** \$3.44 per 1,000 gallons (water or sonic sewer meter).

\$4.44 per 1,000 gallons (includes a \$1.00 Capital Recovery Surcharge)

**Bulk Water:**

\$3.68 per 1,000 gallons (without storage)
\$3.43 per 1,000 gallons (with storage)

**Residential Reuse Irrigation:**

\$14.82 Monthly without meter (includes \$6.92 backflow charge)
\$ 7.14 Monthly with meter plus \$0.32 per 1,000 gallons

**Residential Reuse System Connection:**

\$260.00 Service charge (includes installation of reuse box and backflow-prevention device)

**Bulk Reuse Irrigation:** \$0.71 per 1,000 gallons

**Commercial Backflow Inspection:** \$83.04 per year (\$6.92 monthly)

**Fire Hydrant Installation:** \$4,175.00

**Fire Hydrant Service:** \$11.33 per hydrant per month

**Fire Line Service (no meter):** Flat fee based on size of service (monthly):

2" and under	\$2.83	6"	\$17.68
3"	\$5.30	8"	\$28.27
4"	\$8.84	10"	\$40.64

<sup>1</sup> County provides labor and materials up to a 2" tap. <sup>1A</sup> Over a 2" tap, the customer provides labor and materials; the County performs the tap.

<sup>2</sup> Minimum monthly water bill.

<sup>3</sup> Minimum monthly sewer bill.

<sup>4</sup> When original meter reading was correct.



# City of Zephyrhills FLORIDA

request  
for action

activities

visit  
zephyrhills

development

Mayor W. Cliff McDuffie

Home

About Zephyrhills

departments utilities Residential Rates

departments

depot museum

History of Zephyrhills

Oakside Cemetery

bids

press releases

search / site map

contact us

FAQs

City Manager  
5335 8th Street  
Zephyrhills, FL 33542  
813-780-0000  
Fax 813-780-0005

## CITY OF ZEPHYRHILLS WATER &amp; SEWER RATES

**WATER:****IN CITY****OUT OF CITY**

	0-10,000	\$1.34	0-10,000
	\$2.01		
	10,001-15,000	\$1.68	10,001-15,000
	\$2.52		
	15,001-20,000	\$2.01	15,001-20,000
	\$3.02		
	Above 20,000	\$2.68	Above
20,000	\$4.02		

**Commercial Master Metered****All Usage**

\$1.34

**Commercial Master Metered****All****Usage**

\$2.01

**Irrigation Metered****0-10,000**

\$1.68

0-10,000

\$2.52

**10,001-15,000**

\$1.68

10,001-15,000

\$2.52

**15,001-20,000**

\$2.01

15,001-20,000

\$3.02

**Above 20,000**

\$2.68

20,000

\$4.02

Above

**SEWER:****IN CITY** - \$2.56 per 1,000 gallons of water used**OUT OF CITY** - \$3.85 per 1,000 gallons of water used**GARBAGE:**

\$10.30 ♦ For all residential units with individual water meters. Garbage pick-up is twice each week and recyclable materials picked up once each alternate week. Garbage is charged anytime water is on. All yard trash will need to be containerized. It can be placed in garbage cans, plastic bags or bundled. Bundled limbs must be no more than 6♦ in diameter, 4♦ in length, and weigh no more than 60 lbs. Call 780-0022 for more information.

**BASE RATE:****IN CITY****WB**

WATER - \$2.98 per month, per lot (or unit)

**SB**

SEWER - \$10.31 per month, per lot (or unit)

**OUT OF CITY****WB**

WATER - \$3.80 per month, per lot (or unit)

**SB**

SEWER - \$14.35 per month, per lot (or unit)

**TURN ON:**  
8:30 am

\$40.00

In City

\$25.00

Out of City

(Signature Required)

and  
**TURN OFF:**      \$25.00    In City      \$10.00    Out of City    **(Signature Required)**  
3:30 pm

**DELINQUENT:** \$45.00 fee to all accounts not paid in full within 30 days of the mailing of billing statement.

**OVERTIME**      \$40.00 anytime between 3:30 and 5:00 pm normal workday.

**TURN ON:**      \$55.00 anytime between 3:30 and 5:00 pm for a cut off for non-payment of service. No services can not be turned on after 5:00 pm.

**LATE FEES:**      In addition to any monies due, any bill which remains unpaid twenty-one (21) days after the billing date will be charged with a \$4.00 late fee.

**BAD CHECK**      A charge of \$25.00 will be assessed for any checks returned. After two (2) returned checks, the customer will be required to pay all bills by cash or money

**CHARGES:**      order.

**LOCK FEE:**      \$25.00 will be billed to the name on the account for cutting a lock.

**CURB STOP:**      \$50.00 will be billed to the name on the account for cutting a curb stop.

**DEPOSIT:**      Where **only** water service is available - \$60.00  
All others, except commercial - \$120.00

Seasonal customers may leave their deposit on file (DOF) when they leave.  
The deposit is applied against the final bill when service is terminated.

**NOTE:**      The deposit rates charged shall apply to any new user. However, if a user previously had service terminated for non-payment or had a history of delinquencies, the City may require that user to conform to the deposit rates established when reconnecting, transferring service or applying for new service.

**ADVANCE**      The City does allow customers to make advance payments to cover their account.

**PAYMENTS:**      Payments can be made by cash, check or money orders only.

#### **FREQUENTLY ASKED QUESTIONS:**

**Q:** Can I get my water disconnected for non-payment?

**A:** Yes, if the bill is not paid in full within thirty-one days, you will be disconnected for non-payment. To reinstate you must pay the past due bill in full and a delinquent fee by 3:30 Monday thru Friday or an overtime fee will be charged from 3:30 to 4:30pm.

**Q:** Can I leave my deposit on file?

**A:** Yes, either by written request, in person, Fax 813-780-0017 or E-Mail [billing@ci.zephyrhills.fl.us](mailto:billing@ci.zephyrhills.fl.us)

The information we need is:

Name on account

Account number

Forwarding address

Date of turn off

Tell us to leave deposit on file

**Q:** How do I get my deposit back?

**A:** When you discontinue service, we take the final bill out of the deposit and send the refund to you.

**Q:** How do I turn water off?

**A:** Service can be discontinued either by written request, in person, Fax 813-780-0017 or E-Mail [billing@ci.zephyrhills.fl.us](mailto:billing@ci.zephyrhills.fl.us)

The information we need is:

Name on account

Account number

Forwarding address

Date of turn off

**Q:** What can I do if my customer hand valve in the meter box will not turn or leaks?

**A:** The customer hand valve in the meter box is the customer's responsibility and may need to be replaced. You will need to come to Customer Service and sign a work order for a new installation. There is a fee of \$20.00 which will be added to your next water bill.

**Q:** Where can I pay my bill?

**A:** At the counter in customer service, in the drop box at the 8<sup>th</sup> Street entrance or you may use the drive thru window. which is located between the City Hall and the Library buildings. You must have your payment card with you to use the drive thru window.

**Q:** What happens if I do not pay my final utility bill when I turn my water off?

**A:** You have 30 days to pay the final bill, if it is not paid, the city will send your final bill to a collection agency. A fee will be added on to cover the expenses of the collection agency.

**Q:** What will happen if I get my water locked off and I cut the lock?

**A:** You will be charged \$25.00. Also if the City deems it necessary to take more stringent action it may take 24 working Hours to get the water reinstated.

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public-records request, do not send electronic mail to this entity. Instead contact this office by phone or in writing.

OFFICIAL COUNTY GOVERNMENT ONLINE RESOURCE

**22** Friday  
August

Search

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## Department Homepage

## Billing and Payment

[Pay Your Water Bill Online](#)[About Your Bill](#)[Payment Locations](#)[Fast Payment](#)[Rates](#)[New Account](#)

Bill charge

Base facility charge

Reclaim Service

Monthly cost per 1,000 gallons

Tampa Bay Water Charge

0-5,000

5,001-15,000

15,001-30,000

30,001 or more

Water

3.80\*

7.90

9.00

2.25

0.65

1.80

3.00

4.50

Wastewater

3.80\*

12.75

4.10\*\*

4.10\*\*

## Construction Projects

Planned Water Outage  
Notification

## Reclaimed Water

## Restrictions &amp; Conservation

## Technical Manual

## WRS Technical Specifications

## Waste Water

## Water Quality

\* Per bill, not for each service

\*\* Wastewater charges are capped at 8,000 gallons per month for residential customers.

**Resources**

## Assessment Payoffs

Find County Project Information  
& Maps

## Publications

## Related Links

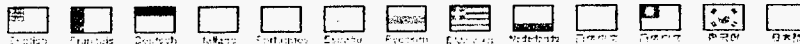
## Online Services

## Departments and Agencies

## Department Quick Links

## Online Services

## Publications

**Hillsborough County is an Equal Opportunity/Affirmative Action Employer**

For Spanish speakers, please review the [Spanish Translation Disclaimer](#) before using the translation service.  
For all other language speakers, please review the [Standard Translation Disclaimer](#), which will translate to the language the user selects.

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8

[Main](#)   [About](#)   [City Government](#)   [Departments](#)   [Business with the City](#)   [Job Opportunities](#)   [Links](#)   [Contact Us](#)
**FINANCE DEPARTMENT**

City Hall, 11250 N. 56th Street, 2nd Floor

(817) 989-7100

[FINANCE DEPT](#) | [FAQ](#) | [RATES](#) | [IMPACT FEES](#) | [UTILITY SERVICES](#)  
[LOGISTIC SERVICES](#) | [ACCOUNTING & BUDGETING](#) | [CITY DISCOUNTS](#) | [FINANCIAL DOCUMENTS](#)
**WATER AND SANITARY SEWER RATE SCHEDULE****DOMESTIC WATER**

RATE COMPONENT	INSIDE CITY		OUTSIDE CITY		TEMPLE PARK	
	RESIDENT	NON-RES	RESIDENT	NON-RES	RESIDENT	NON-RES
<b>DOMESTIC WATER</b>						
Billing Charge (Per Bill):	\$2.50	\$2.50	\$3.13	\$3.13	\$2.75	\$2.75
Minimum Charge (Per Meter):						
5/8" & 3/4" Meter	\$3.00	\$3.00	\$3.75	\$3.75	\$3.00	\$3.00
1" Meter	\$3.00	\$7.50	\$3.75	\$9.38	\$3.00	\$7.50
1.5" Meter	\$3.00	\$15.00	\$3.75	\$18.75	\$3.00	\$15.00
2" Meter	\$3.00	\$24.00	\$3.75	\$30.00	\$3.00	\$24.00
3" Meter	\$3.00	\$45.00	\$3.75	\$56.25	\$3.00	\$45.00
4" Meter	\$3.00	\$90.00	\$3.75	\$112.50	\$3.00	\$90.00
6" Meter	\$3.00	\$187.50	\$3.75	\$234.38	\$3.00	\$187.50
8" Meter	\$3.00	\$240.00	\$3.75	\$300.00	\$3.00	\$240.00
Payment in Lieu of Taxes: (per 1,000 gal)	\$0.10	\$0.10	\$0.10	\$0.10	\$0.10	\$0.10
Non-Discretionary Water Use: (per 1,000 gal) Up to 8,000 gal consumption	\$1.53	\$1.53	\$1.91	\$1.91	\$1.68	\$1.68
Discretionary Water Use: (per 1,000 gal) Over 8,000 gal consumption	\$2.55	\$2.55	\$3.18	\$3.18	\$2.81	\$2.81

**IRRIGATION WATER**

RATE COMPONENT	INSIDE CITY		OUTSIDE CITY		TEMPLE PARK	
	RESIDENT	NON-RES	RESIDENT	NON-RES	RESIDENT	NON-RES
<b>IRRIGATION WATER</b>						
Billing Charge (Per Bill):	\$1.25	\$1.25	\$1.56	\$1.56	\$1.38	\$1.38
Minimum Charge (Per Meter):						
5/8" & 3/4" Meter	N/A	\$2.83	N/A	\$3.54	N/A	\$2.83
1" Meter	N/A	\$7.08	N/A	\$8.85	N/A	\$7.08
1.5" Meter	N/A	\$14.15	N/A	\$17.69	N/A	\$14.15
2" Meter	N/A	\$22.64	N/A	\$28.30	N/A	\$22.64
3" Meter	N/A	\$42.45	N/A	\$53.06	N/A	\$42.45
4" Meter	N/A	\$84.90	N/A	\$106.13	N/A	\$84.90
6" Meter	N/A	\$176.88	N/A	\$221.10	N/A	\$176.88
8" Meter	N/A	\$226.40	N/A	\$283.00	N/A	\$226.40
Payment in Lieu of Taxes: (per 1,000 gal)	\$0.10	\$0.10	\$0.10	\$0.10	\$0.10	\$0.10
Non-Discretionary Water Use: (per 1,000 gal for the following monthly allowances)	\$1.53	\$1.53	\$1.91	\$1.91	\$1.68	\$1.68
5/8" & 3/4" Meter (12,000 gal)	\$1.53	\$1.53	\$1.91	\$1.91	\$1.68	\$1.68
1.5" Meter (60,000 gal)	N/A	\$1.53	N/A	\$1.91	N/A	\$1.68

2" Meter (100,000 gal)	N/A	\$1.53	N/A	\$1.91	N/A	\$1.68
3" Meter (200,000 gal)	N/A	\$1.53	N/A	\$1.91	N/A	\$1.68
4" Meter (400,000 gal)	N/A	\$1.53	N/A	\$1.91	N/A	\$1.68
6" Meter (1,000,000 gal)	N/A	\$1.53	N/A	\$1.91	N/A	\$1.68
8" Meter (1,000,000 gal)	N/A	\$1.53	N/A	\$1.91	N/A	\$1.68
Discretionary Water Use: (per 1,000 gal over allowance)	\$2.55	\$2.55	\$3.18	\$3.18	\$2.81	\$2.81

#### SANITARY SEWER

RATE COMPONENT	INSIDE CITY		OUTSIDE CITY		TEMPLE PARK	
	RESIDENT	NON-RES	RESIDENT	NON-RES	RESIDENT	NON-RES
<b>SANITARY SEWER</b>						
Billing Charge (Per Bill):	\$3.00	\$3.00	\$3.75	\$3.75	\$3.00	\$3.00
Payment in Lieu of Taxes: (per 1,000 gal)	\$0.10	\$0.10	\$0.10	\$0.10	\$0.10	\$0.10
Wastewater Volume Charge: (per 1,000 gal) (no cap applied)	\$6.10	\$6.10	\$7.63	\$7.63	\$6.10	\$6.10

1. A ten percent (10%) utility tax will be added to all water charges within the corporate limits of the City.
2. Any charge levied on the volume of water consumption will be based on one thousand (1,000) gallons or fraction thereof, of water use.
3. Single family residences where public potable water is not supplied will be charged a flat rate of \$66.25 for wastewater sewer service.
4. Wastewater charges will not apply to consumption on an irrigation meter at a single-family residence.

City of Temple Terrace 11250 North 56th Street Temple Terrace, Florida 33617 (813) 989-7100 info@templeterrace.com



## Water

Search

Find It Fast!

Go

Select a Department

Go

Home Water Information Resources Rates and Fees

## Information Resources

Aquifer Storage Recovery

Consumer Alert

Educators

Efficiency Checklists

Florida Yard

Kids

Micro Irrigation

## Rates and Fees

Average Monthly Usage  
Table

Example Bill

Fireline Fees

Minimum Charge

Service Fees and

Deposits

Tampa Bay Water Pass

Through Charge

Restrictions

Saving Water

Sprinkler Checkup

Treating Tampas Water

Utility News

Water Quality

Water Related Codes and

Ordinances

Water Supply and Demand

Status

WaterSense

## Water Rates

## Potable Water Rates

Tampa's commitment to maintaining and upgrading its water system and infrastructure is important. The 5-year potable water rate schedule approved in 2007 will help ensure Tampa Water Department customers continue to receive the highest quality services. Revenue from these rate increases will allow the Tampa Water Department to accomplish several significant objectives over the next few years:

- Replace aging pipes;
- Expand the reclaimed water system in order to offset potable water use;
- Improve and protect the health of the lower Hillsborough River; and
- Pay for increased operation and maintenance costs.

## Schedule of Rates (Effective October 1, 2007)

Each billing unit is 100 cubic feet (748 gallons) of water. The price per unit is tied to set amounts of water in usage blocks, or tiers. The size of the usage blocks is based on the customer classification. Residential customers have five tiers of increasing price for water used. Water used by non-residential customers is priced on four tiers. Tampa has a tiered rate system to encourage water conservation.

## Residential Customer Class: Single family

		Inside City	Outside City
Tier 0	0 to 5 ccf* per month	\$1.19	\$1.49
Tier 1	6 to 13 ccf* per month	\$1.38	\$1.72
Tier 2	14 to 26 ccf* per month	\$2.31	\$2.90
Tier 3	27 to 45 ccf* per month	\$3.09	\$3.86
Tier 4	Over 46 ccf* per month	\$3.56	\$4.46

\* ccf = 100 cubic feet or 748 gallons.

Apartment Customer Class: Multi-family <sup>(a)</sup>

		Inside City	Outside City
Tier 0	0 to 2 ccf* per month	\$1.19	\$1.49
Tier 1	3 to 6 ccf* per month	\$1.38	\$1.72
Tier 2	7 to 12 ccf* per month	\$2.31	\$2.90
Tier 3	13 to 21 ccf* per month	\$3.09	\$3.86
Tier 4	Over 21 ccf* per month	\$3.56	\$4.46

\* ccf = 100 cubic feet or 748 gallons.

(a) Calculation is based on the number of dwelling units X the tier range.

## Quick Links

Customer Service Center

Water Surcharge

Obtaining Water Service

Educators

Water Use Restrictions

Tech Manual

Water Supply and Demand

Status

2008 Water Conservation

Calendar

All Other Customer Classes		Inside City	Outside City	Customer Class	Bi-monthly Threshold (ccf*)
Tier 1	Charge per ccf up to the monthly threshold* amount	\$1.38	\$1.72	Commercial Small	50
				Commercial Medium	280
				Commercial Large	2,500
Tier 2	Charge per ccf for monthly consumption from the threshold up to twice the threshold amount	\$2.31	\$2.90	Commercial Office	6 <sup>(1)</sup>
				Hospitals	20 <sup>(2)</sup>
				Inn, Motel and Hotel	12 <sup>(3)</sup>
Tier 3	Charge per ccf for monthly consumption from twice the threshold up to three and one half times the threshold amount	\$3.09	\$3.86	Industrial Small	26
				Industrial Medium	300
				Industrial Large	6,040
Tier 4	Charge per ccf for monthly consumption over three and one half times the threshold amount	\$3.56	\$4.46	(1) per 1000 sq. ft.	
				(2) per bed	
				(3) per rental room	

\* ccf = 100 cubic feet or 748 gallons.

\* Please note customer class thresholds provided to the right are bi-monthly.

Application for a rate increase 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

Name

Zephyr Shores Property  
Owners Assoc., Inc.  
38112 Ada Avenue  
Zephyrhills, FL 33541

Address

If you want to let the Public Service Commission know how you feel about this case,  
you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

### CONSUMER COMMENTS

**WE THE RESIDENTS OF ZEPHYRSHORES**

**OPPOSE ANY INCREASES IN OUR WATER & SEWER RATES**

- |                         |                         |
|-------------------------|-------------------------|
| 1. Elizabeth Hochlander | 15. Jack Hasky          |
| 2. Katie L. Fleming     | 16. Robert Roeder       |
| 3. James E. Fleming     | 17. Joyce Ayle          |
| 4. Richard C. Batten    | 18. Evelyn Rice         |
| 5. Barbara Lohrman      | 19. Harold Feltner      |
| 6. Norma Schmidt        | 20. Frank Sparapani     |
| 7. Marlene Williams     | 21. Janis Sparapani     |
| 8. Isabel Razzelle      | 22. Elizabeth Krone     |
| 9. Daylene Sadler       | 23. Margaret E. Huston  |
| 10. Lucretia Gillman    | 24. James Huston        |
| 11. Linda Morlock       | 25. Teresa J. Schneider |
| 12. Pat Cascoe          | 26. Rodney Chaffel      |
| 13. Charlotte Bruggett  | 27. Jeani Chaffel       |
| 14. [Signature]         | 28. [Signature]         |

Fold and tape -- see back for address

Zephyr Shores Property  
Owners Assoc., Inc.  
35112 Ada Avenue  
Zephyrhills, FL 33541

STAMP

Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32301-1550

RECEIVED  
JAN 11 1990  
COMMUNICATIONS SECTION  
TALLAHASSEE, FLORIDA

Fold Here

WE THE RESIDENTS OF ZEPHYRSHORES  
OPPOSE ANY INCREASES IN OUR WATER & SEWER RATES

Tape

Fold Here

# AQUA

Aqua America, Inc.  
2007 Annual Report

Aqua Annual Report # 55



March 10, 2008

I am pleased to announce that Aqua America continued its leadership role in 2007 as demonstrated by the following performance: customers grew 3 percent to 950,000, revenues grew 13 percent to \$602 million, net income grew 3 percent to \$95 million, and we raised the annualized cash dividend rate by 9 percent. Additionally, in 2007 Aqua invested \$238 million on capital improvements to rehabilitate and expand our utility systems, acquired 26 water and wastewater systems establishing a major presence in New York, filed more than \$70 million in rate increase request applications and received national media coverage (features in Kiplinger's, USA Today, U.S. News & World Report and CFO Magazine) recognizing Aqua as a leader in the water industry.

Revenues in 2007 rose 13 percent to \$602.5 million from \$533.5 million in 2006. Net income in 2007 grew 3 percent to \$95 million versus \$92 million in 2006. Basic and diluted earnings per share were \$0.72 and \$0.71, respectively, compared to \$0.70 and \$0.70 in 2006 on 1.5 percent more shares outstanding. Revenues were up significantly due to acquisitions and increased customer rates. Earnings per share in 2006 benefited from approximately \$0.01 from a pending rate case adjustment and another \$0.01 from an insurance adjustment, while earnings per share in 2007 included a \$0.01 gain from the sale of a securities investment. Results in 2007 versus 2006 showed a steady improvement when considering the housing slowdown, the one-time benefits in 2006, a \$0.02 earnings per share write-off from our withdrawal of the Florida rate case, higher interest expense from rising interest rates, higher depreciation due to the major capital invested and increased chemical and power costs.

Last August, Aqua America's Board of Directors authorized an increase of 9 percent from \$0.115 per share to \$0.125 per share to the quarterly dividend. On an annualized basis the dividend has been increased to \$0.50 per share. The increase marked the ninth consecutive year in which the dividend was increased greater than 5 percent and was our 17th dividend increase in the last 16 years. I am proud of our dividend track record and optimistic about our ability to continue this trend.

Despite the 2007 slowdown in the housing market, which reduced our overall organic growth, we were able to maintain a reasonable growth rate with our acquisition program resulting in combined annual customer growth of 3 percent for the year. We were also very encouraged by our two municipal acquisitions in Illinois (Village of Manteno and Village of Sun Terrace). As in the late 1990s, the acquisition of municipal systems may continue to show more potential due to changing macroeconomic conditions.

Integrating companies we have acquired into the Aqua systems was also a main theme in 2007. In the past four years, we experienced rapid growth with the acquisitions of AquaSource, Heater, Florida Water and New York Water. Many of our southern properties have required more management attention and resources than our original business plans anticipated. Fortunately, we are now at a point where we have assessed our numerous systems, spent significant capital to address compliance needs and implemented procedures to improve operating efficiency. We are now well positioned to process the necessary rate increase applications required to earn a fair return on our investments.

In 2007, we added a component to our business strategy that we call "pruning." With this strategy we regularly review assets and portions of systems we have acquired over the years that do not fit with our business plan goals and growth strategy. When feasible, we sell these systems to neighboring municipalities or utilities so that the proceeds can be invested in more profitable ventures with more significant growth prospects. This is one of the advantages associated with being a diversified water and wastewater utility with operations in 13 states.

As we maintain a leadership role in the industry and reflect on the significant growth the company has experienced since 1992, I am reminded of the need to remain diligent and focused on the basic strategies and practices that are the foundation for future success. As such, we intend to continue to invest in our nation's water and wastewater utility infrastructure, operate as efficiently as possible, grow through acquisitions, and search for synergies through systems integration. These strategies and practices help us achieve our ultimate goals of providing quality water and reliable service at a reasonable price to our customers as we grow the bottom line and the dividend for the benefit of our shareholders.

Thank you for your continued support.



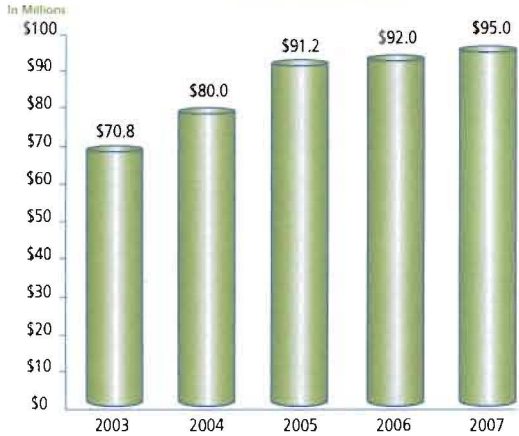
Nicholas DeBenedictis



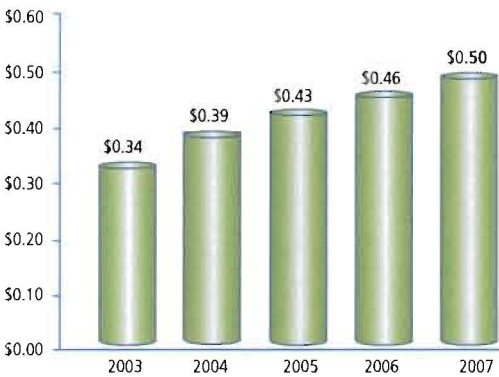
# 2007 Dividend Highlights

- Increased cash dividend by 9 percent to \$0.50 on an annualized basis as of September 1, 2007
- Achieved 17 cash dividend increases in the last 16 years
- Paid dividends for more than 60 consecutive years

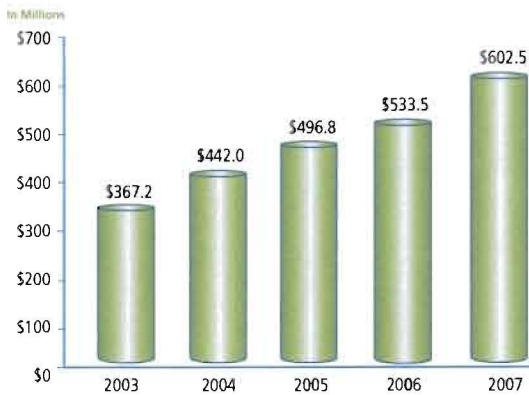
Net Income



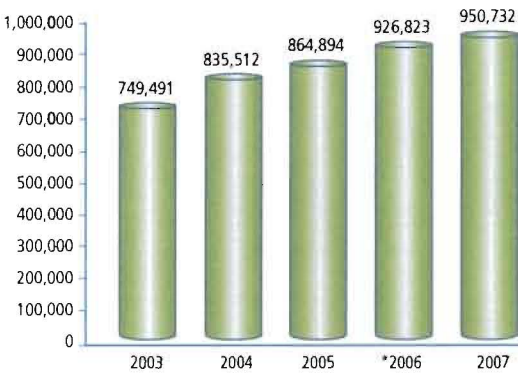
Dividends Per Share  
(annualized as of 12/31)



Operating Revenues



Customer Count



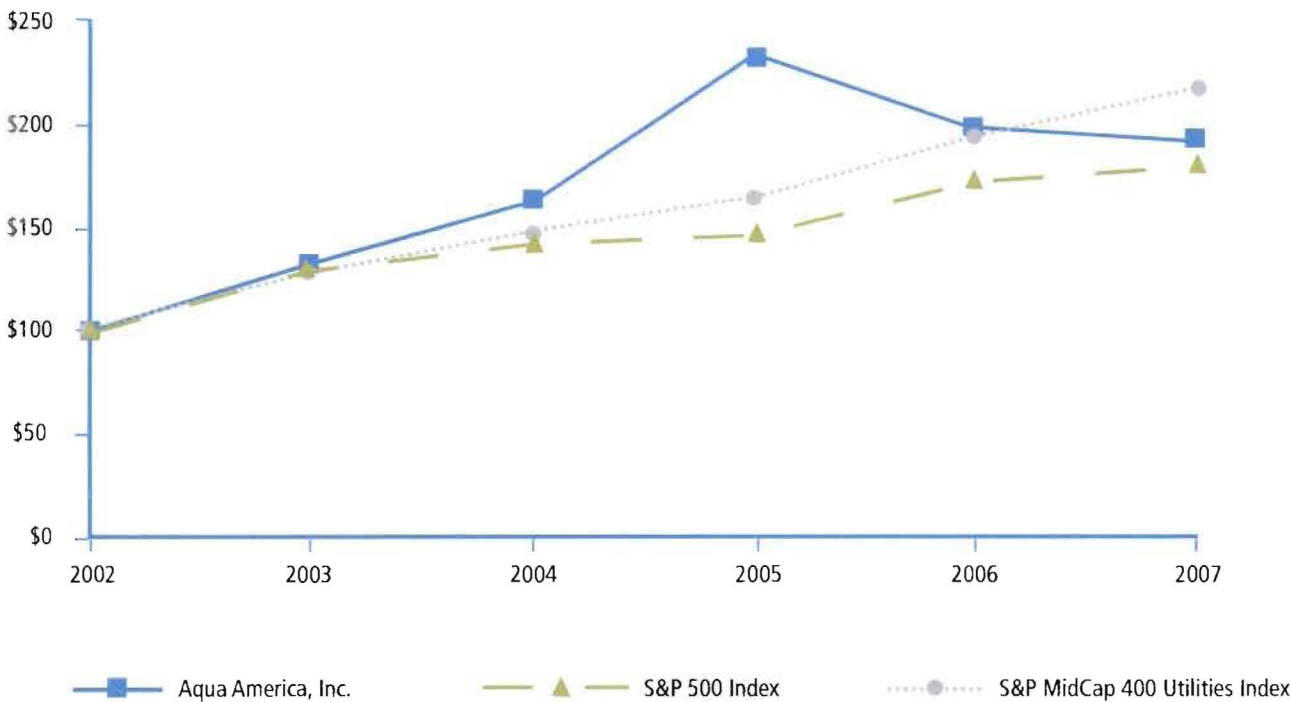
\* 2006 includes 44,792 customers associated with the New York Water Service Corporation acquisition completed on January 1, 2007



Comparison of Five-Year Cumulative Total Shareholder Return\*  
Among Aqua America, Inc., the S&P 500 Index and the S&P MidCap 400 Utilities Index

The graph below compares the cumulative 5-year total return of holders of Aqua America, Inc.'s Common Stock with the cumulative total returns of the S&P 500 index and the S&P MidCap 400 Utilities index. The graph tracks the performance of a \$100 investment in our Common Stock and in each of the indices (with the reinvestment of all dividends) from 12/31/2002 to 12/31/2007.

The S&P MidCap 400 Utilities Index consists of the following companies: AGL Resources, Alliant Energy, Aqua America, Inc., Aquila, Inc., Black Hills, DPL Incorporated, Energy East, Equitable Resources, Great Plains Energy Inc., Hawaiian Electric Industries, IDACORP, Inc. Hldg. Co., MDU Resources, National Fuel Gas, Northeast Utilities, NSTAR, OGE Energy Corp., ONEOK, Inc., Pepco Holdings, Inc., PNM Resources, Inc., Puget Energy, Inc. (Hldg. Co.), SCANA Corp., Sierra Pacific (New), Vectren Corporation, Westar Energy, Inc., WGL Holdings, Inc. and Wisconsin Energy.



\* \$100 invested on 12/31/02 in stock or index—including reinvestment of dividends. Fiscal year ending December 31.  
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	Years as of December 31,					
	2002	2003	2004	2005	2006	2007
Aqua America, Inc.	\$100.00	\$137.52	\$156.63	\$236.13	\$200.70	\$190.76
S&P 500 Index	100.00	128.68	142.69	149.70	173.34	182.87
S&P MidCap 400 Utilities Index	100.00	127.07	149.42	161.09	197.76	212.11

The stock price performance included in this graph is not necessarily indicative of future stock price performance.

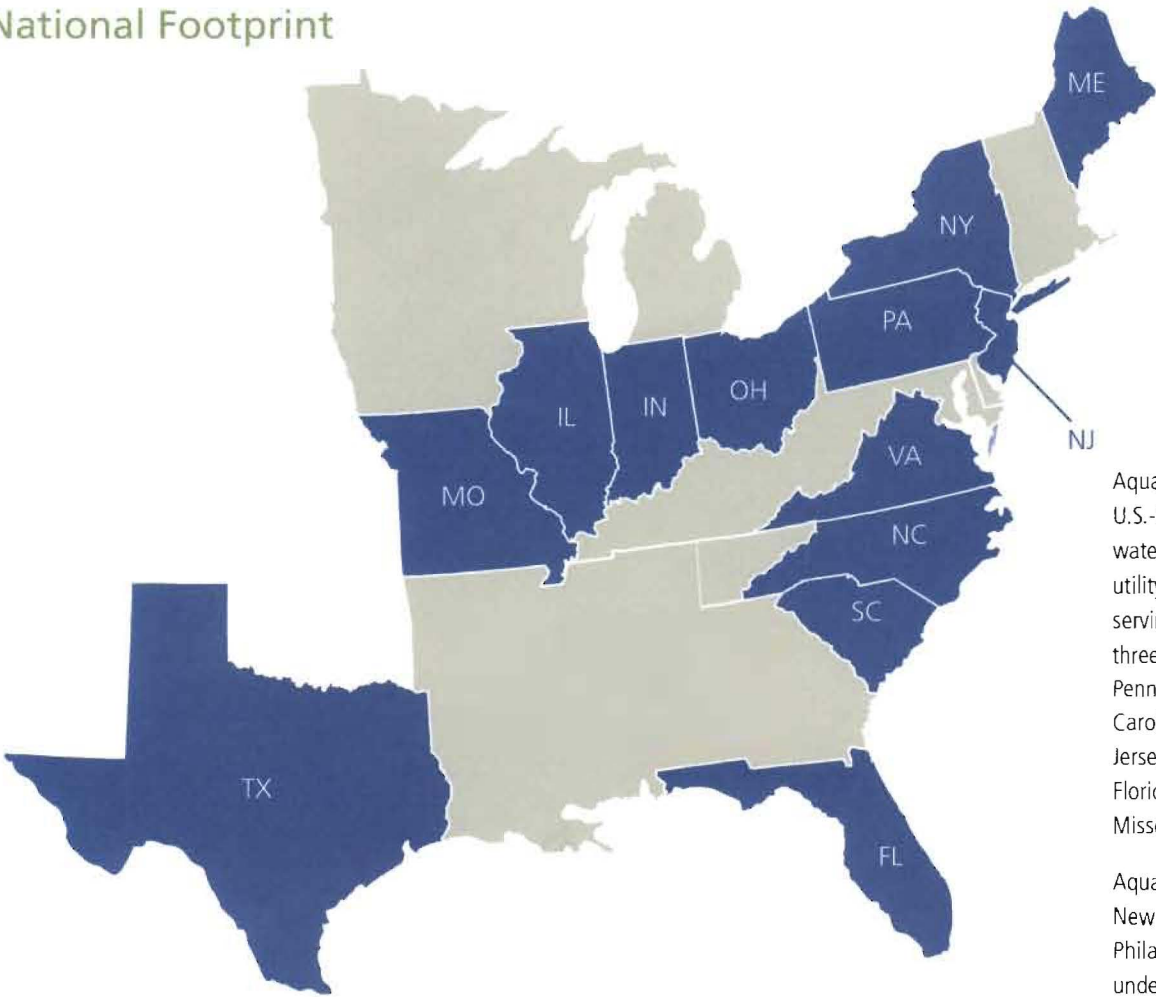


2007 Financial Highlights (in thousands, except per share amounts)

	2007	2006	% Change
Operating revenues	\$602,499	\$533,491	12.9%
Net income	95,014	92,004	3.3%
Basic net income per common share	0.72	0.70	2.9%
Diluted net income per common share	0.71	0.70	1.4%
Annual dividend rate per common share	0.50	0.46	8.7%
Common stockholders' equity per share	7.32	6.96	5.2%
Common stockholders' equity	976,298	921,630	5.9%
Total assets	3,226,912	2,877,903	12.1%
Net cash flows from operating activities	194,168	170,726	13.7%
Capital additions (a)	238,140	271,706	(12.4%)
Number of utility customers served (b)	950,732	925,519	2.7%

(a) Excludes net payments for acquisitions of utility systems and other: \$51,126 in 2007 and \$11,848 in 2006.  
(b) 2006 includes 44,792 customers associated with the New York Water Service Corporation acquisition that was completed on January 1, 2007 and excludes 1,304 customers associated with a water utility system sold in December 2007.

National Footprint



Aqua America, Inc. is a U.S.-based publicly traded water and wastewater utility holding company serving approximately three million residents in Pennsylvania, Ohio, North Carolina, Illinois, Texas, New Jersey, New York, Indiana, Florida, Virginia, Maine, Missouri and South Carolina.

Aqua America is listed on the New York Stock Exchange and Philadelphia Stock Exchange under the ticker symbol WTR.

## Board of Directors

Nicholas DeBenedictis, 62  
Chairman, President and CEO  
Aqua America, Inc.  
Director since 1992

Mary C. Carroll, 67  
Consultant and  
Community Volunteer  
Director since 1981

Richard Glanton, 61  
Chairman  
Philadelphia Television Network  
Director since 1995

Lon R. Greenberg, 57  
Chairman and CEO  
UGI Corporation  
Director since 2005

William P. Hankowsky, 56  
Chairman, President and CEO  
Liberty Property Trust  
Director since 2004

Dr. Constantine Papadakis, 62  
President  
Drexel University  
Director since 2005

Ellen T. Ruff, 59  
President  
Duke Energy Carolinas  
Director since 2006

Richard L. Smoot, 67  
Retired, Regional Chairman  
Advisory Board Philadelphia and Southern New Jersey  
PNC Financial Services Group  
Director since 1997

Andrew J. Sordoni, III, 64  
Chairman  
Sordoni Construction Services, Inc.  
Director since 2006



## Officers

Nicholas DeBenedictis, 62  
Chairman, President and CEO

Christopher H. Franklin, 43  
Regional President  
Aqua America – Southern Operations

Mark J. Kropilak, 51  
Senior Vice President  
Corporate Development and Corporate Counsel

Karl M. Kyriss, 57  
Regional President  
Aqua America – Mid-Atlantic Operations

Robert G. Liptak, 59  
Regional President  
Aqua America – Northern Operations

Richard R. Riegler, 61  
Vice President  
Engineering and Environmental Affairs

Robert A. Rubin, 45  
Vice President  
Chief Accounting Officer and Controller

David P. Smeltzer, 49  
Chief Financial Officer

Roy H. Stahl, 55  
Chief Administrative Officer,  
General Counsel and Secretary



Search

>

IR Homepage

> Investor Relations > Dividends

Analyst Coverage

Annual Reports

Calendar

Contact IR

Corporate Governance

Dividend Reinvestment & DSPP

Dividends

E-mail Alerts

Fundamentals

Investment Calculator

Investor Presentation

News Releases

Prospectus

Proxy Statement

Request for Information

SEC Documents

Shareholder Letter

Stock Quote & Chart

Stock Split History

Webcasts & Conference Calls

Dividends

Declared	Record	Payable	Amount	Type
05/01/08	05/16/08	06/01/08	\$0.125	U.S. Currency
02/07/08	02/15/08	03/01/08	\$0.125	U.S. Currency
10/05/07	11/16/07	12/01/07	\$0.125	U.S. Currency
08/07/07	08/17/07	09/01/07	\$0.125	U.S. Currency
05/03/07	05/18/07	06/01/07	\$0.115	U.S. Currency
02/01/07	02/15/07	03/01/07	\$0.115	U.S. Currency
09/20/06	11/17/06	12/01/06	\$0.115	U.S. Currency
08/01/06	08/18/06	09/01/06	\$0.115	U.S. Currency
05/01/06	05/18/06	06/01/06	\$0.107	U.S. Currency
02/07/06	02/15/06	03/01/06	\$0.107	Cash dividend on increased shares
08/02/05	08/18/05	09/01/05	\$0.098	U.S. Currency
08/02/05	11/17/05	12/01/05		4 for 3 Stock Split
08/01/05	11/17/05	12/01/05	\$0.107	U.S. Currency
05/04/05	05/18/05	06/01/05	\$0.098	U.S. Currency
01/28/05	02/14/05	03/01/05	\$0.098	U.S. Currency
08/03/04	08/16/04	09/01/04	\$0.090	U.S. Currency
08/03/04	11/15/04	12/01/04	\$0.098	U.S. Currency
04/27/04	05/14/04	06/01/04	\$0.090	U.S. Currency
02/03/04	02/16/04	03/01/04	\$0.090	U.S. Currency
08/05/03	08/15/03	09/01/03	\$0.084	U.S. Currency
08/05/03	11/14/03	12/01/03	\$0.090	Cash dividend on increased shares
08/05/03	11/14/03	12/01/03		5 for 4 Stock Split
05/06/03	05/15/03	06/01/03	\$0.084	U.S. Currency
02/04/03	02/14/03	03/01/03	\$0.084	U.S. Currency
08/06/02	08/16/02	09/01/02	\$0.080	U.S. Currency
08/06/02	11/15/02	12/01/02	\$0.084	U.S. Currency
05/03/02	05/14/02	06/01/02	\$0.080	U.S. Currency
02/05/02	02/12/02	03/01/02	\$0.080	U.S. Currency
08/07/01	08/17/01	09/01/01	\$0.074	U.S. Currency
08/07/01	11/16/01	12/01/01	\$0.080	U.S. Currency
08/07/01	11/16/01	11/30/01		5 for 4 Stock Split
05/01/01	05/15/01	06/01/01	\$0.074	U.S. Currency
01/31/01	02/14/01	03/01/01	\$0.074	Cash dividend on increased shares
08/01/00	08/15/00	09/01/00	\$0.069	U.S. Currency
08/01/00	11/15/00	12/01/00	\$0.074	U.S. Currency
08/01/00	11/15/00	12/01/00		5 for 4 Stock Split
05/01/00	05/15/00	06/01/00	\$0.069	U.S. Currency
02/01/00	02/15/00	03/01/00	\$0.069	U.S. Currency
10/05/99	11/12/99	12/01/99	\$0.069	U.S. Currency
08/03/99	08/17/99	09/01/99	\$0.069	U.S. Currency
04/28/99	05/12/99	06/01/99	\$0.065	U.S. Currency

01/27/99	02/10/99	03/01/99	\$0.065	U.S. Currency
10/06/98	11/10/98	12/01/98	\$0.065	U.S. Currency
08/04/98	08/17/98	09/01/98	\$0.065	U.S. Currency
04/29/98	05/13/98	06/01/98	\$0.062	U.S. Currency
12/02/97	02/13/98	03/01/98	\$0.062	Cash dividend on increased shares
12/02/97	12/15/97	01/12/98		4 for 3 Stock Split
10/07/97	11/11/97	12/01/97	\$0.061	U.S. Currency
08/05/97	08/19/97	09/01/97	\$0.061	U.S. Currency
04/29/97	05/13/97	06/01/97	\$0.058	U.S. Currency
01/29/97	02/12/97	03/01/97	\$0.058	U.S. Currency
10/30/96	11/14/96	12/01/96	\$0.058	U.S. Currency
05/17/96	08/15/96	09/01/96	\$0.058	Cash dividend on increased shares
05/16/96	06/18/96	07/10/96		3 for 2 Stock Split
04/30/96	05/14/96	06/01/96	\$0.056	U.S. Currency
01/30/96	02/13/96	03/01/96	\$0.056	U.S. Currency
11/02/95	11/14/95	12/01/95	\$0.056	U.S. Currency
08/01/95	08/15/95	09/01/95	\$0.056	U.S. Currency
04/26/95	05/15/95	06/01/95	\$0.054	U.S. Currency
01/31/95	02/13/95	03/01/95	\$0.054	U.S. Currency
11/01/94	11/15/94	12/01/94	\$0.054	U.S. Currency
05/19/94	08/15/94	09/01/94	\$0.054	U.S. Currency
05/02/94	05/16/94	06/01/94	\$0.052	U.S. Currency
02/02/94	02/15/94	03/01/94	\$0.052	U.S. Currency
11/02/93	11/16/93	12/01/93	\$0.052	U.S. Currency
08/05/93	08/17/93	09/01/93	\$0.052	U.S. Currency
03/04/93	05/14/93	06/01/93	\$0.052	U.S. Currency
02/04/93	02/17/93	03/01/93	\$0.050	U.S. Currency
11/05/92	11/17/92	12/01/92	\$0.050	U.S. Currency
08/05/92	08/18/92	09/01/92	\$0.050	U.S. Currency
04/28/92	05/13/92	06/01/92	\$0.050	U.S. Currency
02/06/92	02/18/92	03/01/92	\$0.050	U.S. Currency
10/31/91	11/13/91	12/01/91	\$0.048	U.S. Currency
08/01/91	08/16/91	09/01/91	\$0.048	U.S. Currency
05/02/91	05/15/91	06/01/91	\$0.048	U.S. Currency
01/30/91	02/11/91	03/01/91	\$0.048	U.S. Currency
10/31/90	11/13/90	12/01/90	\$0.048	U.S. Currency
07/26/90	08/15/90	09/01/90	\$0.048	U.S. Currency
05/01/90	05/16/90	06/01/90	\$0.048	U.S. Currency
01/30/90	02/13/90	03/01/90	\$0.048	U.S. Currency
10/31/89	11/15/89	12/01/89	\$0.045	U.S. Currency
08/03/89	08/15/89	09/01/89	\$0.045	U.S. Currency
05/02/89	05/15/89	06/01/89	\$0.045	U.S. Currency
01/31/89	02/13/89	03/01/89	\$0.045	U.S. Currency
10/26/88	11/14/88	12/01/88	\$0.045	U.S. Currency
08/10/88	08/17/88	09/01/88	\$0.045	U.S. Currency
04/27/88	05/13/88	06/01/88	\$0.045	U.S. Currency
02/03/88	02/16/88	03/01/88	\$0.045	U.S. Currency
11/05/87	11/17/87	12/01/87	\$0.045	U.S. Currency

## 2007 Annual Drinking Water Quality Report American Condominiums PWSID# FL6515213, Zephyr Shores PWSID# FL6512018

*Este informe contiene información importante sobre la calidad de su agua de beber. Hable con alguien que lo entienda o llame al 877.WTR.AQUA (877.987.2782).*

We're pleased to present to you this year's Annual Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. If you have any questions about this report or concerns about your water utility, please contact us at 877.WTR.AQUA (877.987.2782) or visit us at [www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com).

American Condos is interconnected with our Zephyr Shores water system, and obtains its water from groundwater sources, which come from the Floridian Aquifer. The water is chlorinated for disinfection purposes. The Florida Department of Environmental Protection (DEP) performed a Source Water Assessment on our system. Information provided by this assessment indicated no potential sources of contamination near our wells. The assessment results are available on the DEP Source Water Assessment and Protection Program website at [ww.dep.state.fl.us/swapp](http://ww.dep.state.fl.us/swapp).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- A) **Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- B) **Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- C) **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- D) **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- E) **Radioactive contaminants**, which can be naturally occurring or result from oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1.800.426.4791.

### Terms and Abbreviations

**Action Level (AL):** The concentration of a contaminant that, if exceeded, triggers treatment or other requirements.

**Initial Distribution System Evaluation (IDSE):** An important part of the Stage 2 Disinfection Byproducts Rule (DBPR). The IDSE is a one-time study conducted by water systems to identify distribution system locations with high concentrations of trihalomethanes (THMs) and haloacetic acids (HAAs). Water systems will use results from the IDSE, in conjunction with their Stage 1 DBPR compliance monitoring data, to select compliance monitoring locations for the Stage 2 DBPR.

**Maximum Contaminant Level or MCL:** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology. MCLs are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for 70 years to have a one-in-a-million chance of having the described health effect.

**Maximum Contaminant Level Goal or MCLG:** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

**Maximum residual disinfectant level or MRDL:** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

**Maximum residual disinfectant level goal or MRDLG:** The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**N/A:** Not applicable.

**ND:** means not detected and indicates that the substance was not found by laboratory analysis.

**Parts per million (ppm) or Milligrams per liter (mg/l):** one part by weight of analyte to 1 million parts by weight of the water sample.

**Parts per billion (ppb) or Micrograms per liter (µg/l):** one part by weight of analyte to 1 billion parts by weight of the water sample.

**Picocurie per liter (pCi/L):** measure of the radioactivity in water.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbiological contaminants are available from the SAFE DRINKING WATER HOTLINE (1.800.426.4791).



## 2007 ANNUAL DRINKING WATER QUALITY TEST RESULTS

Aqua Utilities Florida routinely monitors for contaminants in your drinking water according to Federal and State laws, rules, and regulations. Except where indicated otherwise, this report is based on the results of our monitoring for the period of January 1 to December 31, 2007 for **American Condos PWSID# FL6515213 and Zephyr Shores PWSID# FL6512018**. The Environmental Protection Agency (EPA) requires monitoring of over 80 drinking water contaminants. Those contaminants listed in the table below are the only contaminants detected in your drinking water.

\* Except as noted, results in the Level Detected column are the highest average at any sampling point or the highest single detected level at a sampling point, depending on sampling frequency.

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected*	Range of Results	MCLG	MCL	Likely Source of Contamination
Radiological Contaminants- Zephyr Shores							
Alpha emitters (pCi/L)	02/03	N	1.1	N/A	0	15	Erosion of natural deposits
Radium 226 or combined radium (pCi/L)	02/03	N	0.8	N/A	0	5	
Inorganic Contaminants							
Barium (ppm)	07/06	N	0.0098	N/A	2	2	Erosion of natural deposits
Fluoride (ppm)	07/06	N	0.55	N/A	4	4	Erosion of natural deposits; water additive which promotes strong teeth when at optimum levels between 0.7 and 1.3 ppm
Lead- point of entry (ppb)	07/06, 08/06	N	3.8	1.1- 3.8	N/A	15	Erosion of natural deposits; lead pipe, casing, and solder
Sodium (ppm)	07/06	N	21	N/A	N/A	160	Salt water intrusion, leaching from soil

**TTHMs and Stage I Disinfectant/ Disinfection By-Product (D/DBP) Contaminant- \*** For bromate, chloramines, or chlorine, the level detected is the highest running annual average (RAA), computed quarterly, of monthly averages of all samples collected. For haloacetic acids or TTHM, the level detected is the highest RAA, computed quarterly, of quarterly averages of all samples collected if the system is monitoring quarterly or is the average of all samples taken during the year if the system monitors less frequently than quarterly. Range of Results is the range of individual sample results (lowest to highest) for all monitoring locations, including Initial Distribution System Evaluation (IDSE) results as well as Stage 1 compliance results.

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected*	Range of Results	MCLG/ MRDLG	MCL/ MRDL	Likely Source of Contamination
<b>American Condos</b>							
Chlorine (ppm)	2007	N	0.77	0.65- 0.9	MRDLG= 4	MRDL= 4	Water additive used to control microbes
Total Haloacetic Acids (ppb)	09/07	N	19.8	N/A	N/A	60	Byproduct of drinking water disinfection
TTHMs [Total Trihalomethanes] (ppb)	09/07	N	44.3	N/A	N/A	80	
<b>Zephyr Shores</b>							
Chlorine (ppm)	2007	N	0.75	0.55- 0.95	MRDLG= 4	MRDL= 4	Water additive used to control microbes
Total Haloacetic Acids (ppb)	09/07	N	23.2	N/A	N/A	60	Byproduct of drinking water disinfection
TTHMs [Total Trihalomethanes] (ppb)	09/07	N	40.8	N/A	N/A	80	

Lead and Copper (Tap Water)							
Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	AL Violation Y/N	90 <sup>th</sup> Percentile Result	No. of sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
American Condos							
Copper (ppm)	07/06	N	0.31	0	1.3	1.3	Corrosion of household plumbing
Lead (ppb)	07/06	N	6.9	0	0	15	
Zephyr Shores							
Copper (ppm)	07/06	N	0.7	1	1.3	1.3	Corrosion of household plumbing
Lead (ppb)	07/06	N	6.4	2 (a)	0	15	

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Aqua is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

**Secondary Contaminants**

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Highest Result	Range of Results	MCLG	MCL	Likely Source of Contamination
Iron (ppm)	07/06, 08/06	Y	1.4	0.69- 1.4	N/A	0.3	Natural occurrence from soil leaching

**Reconciliation of Revenue to  
Regulatory Assessment Fee Revenue  
Water Operations  
Class A & B**

**Company: AQUA UTILITIES FLORIDA, INC.**  
**For the Year Ended December 31, 2006**

**County:**  
**Certificate No.:**

**Pasco**  
**209-W**

(a)	(b)	(c)	(d)
Accounts	Gross Water Revenues Per Sch. W-9	Gross Water Revenues Per RAF Return	Difference (b) - (c)
Gross Revenue:			
Unmetered Water Revenues (460)	\$0	\$0	\$0
Total Metered Sales (461.1 - 461.5)	85,370	85,370	0
Total Fire Protection Revenue (462.1 - 462.2)	0	0	0
Other Sales to Public Authorities (464)	0	0	0
Sales to Irrigation Customers (465)	0	0	0
Sales for Resale (466)	0	0	0
Interdepartmental Sales (467)	0	0	0
Total Other Water Revenues (469 - 474)	700	700	0
<b>Total Water Operating Revenue</b>	<b>\$86,070</b>	<b>\$86,070</b>	<b>\$0</b>
<b>LESS: Expense for Purchased Water from FPSC-Regulated Utility</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Net Water Operating Revenues</b>	<b>\$86,070</b>	<b>\$86,070</b>	<b>\$0</b>

**Explanations:**

This annual report is based on the Respondent's corporate reorganization as approved by Order No. PSC-06-0973-FOF-WS issued November 22, 2006. However, the Respondent's Regulatory Assessment Fee returns for 2006 were based on the the corporate structure prior to the reorgization. If the certificate for this water system differs on the RAF return, that previous certificate number is indicated below.

**Instructions:**

For the current year, reconcile the gross water revenues reported on Schedule W-9 with the gross water revenues reported on the company's regulatory assessment fee return. Explain any differences reported in column (d).

**Reconciliation of Revenue to  
Regulatory Assessment Fee Revenue  
Water Operations  
Class A & B**

**Company:** AQUA UTILITIES FLORIDA, INC.  
**For the Year Ended December 31, 2006**

**County:**  
**Certificate No.:**

**Pasco**  
**209-W**

(a)	(b)	(c)	(d)
Accounts	Gross Water Revenues Per Sch. W-9	Gross Water Revenues Per RAF Return	Difference (b) - (c)
Gross Revenue:			
Unmetered Water Revenues (460)	\$0	\$0	\$0
Total Metered Sales (461.1 - 461.5)	532,502	532,503	(1)
Total Fire Protection Revenue (462.1 - 462.2)	554	554	0
Other Sales to Public Authorities (464)	0	0	0
Sales to Irrigation Customers (465)	0	0	0
Sales for Resale (466)	0	0	0
Interdepartmental Sales (467)	0	0	0
Total Other Water Revenues (469 - 474)	5,175	5,175	0
<b>Total Water Operating Revenue</b>	<b>\$538,231</b>	<b>\$538,232</b>	<b>(\$1)</b>
<b>LESS: Expense for Purchased Water         from FPSC-Regulated Utility</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Net Water Operating Revenues</b>	<b>\$538,231</b>	<b>\$538,232</b>	<b>(\$1)</b>

**Explanations:**

This annual report is based on the Respondent's corporate reorganization as approved by Order No. PSC-06-0973-FOF-WS issued November 22, 2006. However, the Respondent's Regulatory Assessment Fee returns for 2006 were based on the the corporate structure prior to the reorgization. If the certificate for this water system differs on the RAF return, that previous certificate number is indicated below.

Certificate number per RAF return: 110-W

Difference is due to rounding.

**Instructions:**

For the current year, reconcile the gross water revenues reported on Schedule W-9 with the gross water revenues reported on the company's regulatory assessment fee return. Explain any differences reported in column (d).



UTILITY NAME: AQUA UTILITES FLORIDA, INC.

<b>YEAR OF REPORT</b> December 31, 2006
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**COMPARATIVE BALANCE SHEET  
ASSETS AND OTHER DEBITS**

ACCT. NO. (a)	ACCOUNT NAME (b)	REF. PAGE (c)	PREVIOUS YEAR (d)	CURRENT YEAR (e)
<b>UTILITY PLANT</b>				
101-106	Utility Plant	F-7	\$ 84,545,448	\$ 99,009,670
108-110	Less: Accumulated Depreciation and Amortization	F-8	27,117,048	30,194,077
Net Plant			\$ 57,428,400	\$ 68,815,593
114-115	Utility Plant Acquisition adjustment (Net)	F-7	(1,056,914)	(2,317,164)
116 *	Other Utility Plant Adjustments			
Total Net Utility Plant			\$ 56,371,486	\$ 66,498,429
<b>OTHER PROPERTY AND INVESTMENTS</b>				
121	Nonutility Property	F-9	\$ 2,000,000	\$ 2,000,000
122	Less: Accumulated Depreciation and Amortization			
Net Nonutility Property			\$ 2,000,000	\$ 2,000,000
123	Investment in Associated Companies	F-10	0	0
124	Utility Investments	F-10	0	0
125	Other Investments	F-10	0	0
126-127	Special Funds	F-10	0	0
Total Other Property & Investments			\$ 2,000,000	\$ 2,000,000
<b>CURRENT AND ACCRUED ASSETS</b>				
131	Cash		\$ 0	\$ 208,117
132	Special Deposits	F-9	0	0
133	Other Special Deposits	F-9	0	0
134	Working Funds			
135	Temporary Cash Investments		7,554	
141-144	Accounts and Notes Receivable, Less Accumulated Provision for Uncollectible Accounts	F-11	1,190,796	1,790,555
145	Accounts Receivable from Associated Companies	F-12	0	(2,294,839)
146	Notes Receivable from Associated Companies	F-12	0	0
151-153	Material and Supplies			
161	Stores Expense			
162	Prepayments			
171	Accrued Interest and Dividends Receivable		134,962	153,113
172 *	Rents Receivable			
173 *	Accrued Utility Revenues		596,599	659,907
174	Miscellaneous Current and Accrued Assets	F-12	0	0
Total Current and Accrued Assets			\$ 1,929,911	\$ 516,853

\* Not Applicable for Class B Utilities

UTILITY NAME: AQUA UTILITES FLORIDA, INC.

**YEAR OF REPORT**  
December 31, 2006

**COMPARATIVE BALANCE SHEET  
ASSETS AND OTHER DEBITS**

ACCT. NO. (a)	ACCOUNT NAME (b)	REF. PAGE (c)	PREVIOUS YEAR (d)	CURRENT YEAR (e)
	<b>DEFERRED DEBITS</b>			
181	Unamortized Debt Discount & Expense	F-13	\$ 0	\$ 0
182	Extraordinary Property Losses	F-13	0	0
183	Preliminary Survey & Investigation Charges		18,595	2,695
184	Clearing Accounts		(8,430)	122,164
185 *	Temporary Facilities			
186	Miscellaneous Deferred Debits	F-14	2,392,793	3,864,408
187 *	Research & Development Expenditures			
190	Accumulated Deferred Income Taxes			
Total Deferred Debits			\$ 2,402,958	\$ 3,989,267
<b>TOTAL ASSETS AND OTHER DEBITS</b>			<u>\$ 62,704,355</u>	<u>\$ 73,004,549</u>

\* Not Applicable for Class B Utilities

**NOTES TO THE BALANCE SHEET**

The space below is provided for important notes regarding the balance sheet

This balance sheet is at the company level for Aqua Utilities Florida, Inc.

Data specific to Commission Regulated Counties is presented on the reference pages (column c) where applicable.

UTILITY NAME: AQUA UTILITES FLORIDA, INC.

**YEAR OF REPORT**  
December 31, 2006

**COMPARATIVE BALANCE SHEET  
EQUITY CAPITAL AND LIABILITIES**

ACCT. NO. (a)	ACCOUNT NAME (b)	REF. PAGE (c)	PREVIOUS YEAR (d)	CURRENT YEAR (e)
<b>EQUITY CAPITAL</b>				
201	Common Stock Issued	F-15	\$ 0	\$ 0
204	Preferred Stock Issued	F-15	0	0
202,205 *	Capital Stock Subscribed			
203,206 *	Capital Stock Liability for Conversion			
207 *	Premium on Capital Stock		52,724,742	52,724,742
209 *	Reduction in Par or Stated Value of Capital Stock			
210 *	Gain on Resale or Cancellation of Reacquired Capital Stock			
211	Other Paid - In Capital		6,927,552	(4,180,144)
212	Discount On Capital Stock			
213	Capital Stock Expense			
214-215	Retained Earnings	F-16	(14,614,036)	(14,202,351)
216	Reacquired Capital Stock			
218	Proprietary Capital (Proprietorship and Partnership Only)			
Total Equity Capital			\$ 45,038,258	\$ 34,342,247
<b>LONG TERM DEBT</b>				
221	Bonds	F-15	0	20,501,000
222 *	Reacquired Bonds			
223	Advances from Associated Companies	F-17	0	0
224	Other Long Term Debt	F-17	0	0
Total Long Term Debt			\$ 0	\$ 20,501,000
<b>CURRENT AND ACCRUED LIABILITIES</b>				
231	Accounts Payable		1,469,524	2,281,411
232	Notes Payable	F-18	0	0
233	Accounts Payable to Associated Companies	F-18	0	0
234	Notes Payable to Associated Companies	F-18	0	0
235	Customer Deposits		625,567	582,055
236	Accrued Taxes	W/S-3	(324,416)	(601,457)
237	Accrued Interest	F-19	17,385	4,214
238	Accrued Dividends			
239	Matured Long Term Debt			
240	Matured Interest			
241	Miscellaneous Current & Accrued Liabilities	F-20	410,242	414,459
Total Current & Accrued Liabilities			\$ 2,198,302	\$ 2,680,682

• Not Applicable for Class B Utilities

UTILITY NAME: AQUA UTILITES FLORIDA, INC.

**YEAR OF REPORT**  
December 31, 2006

**COMPARATIVE BALANCE SHEET  
EQUITY CAPITAL AND LIABILITIES**

ACCT. NO. (a)	ACCOUNT NAME (b)	REF. PAGE (c)	PREVIOUS YEAR (d)	CURRENT YEAR (e)
<b>DEFERRED CREDITS</b>				
251	Unamortized Premium On Debt	F-13	\$ 0	\$ 0
252	Advances For Construction	F-20	0	0
253	Other Deferred Credits	F-21	0	0
255	Accumulated Deferred Investment Tax Credits			
Total Deferred Credits			\$ 0	\$ 0
<b>OPERATING RESERVES</b>				
261	Property Insurance Reserve		\$ 67,436	\$ 0
262	Injuries & Damages Reserve			
263	Pensions and Benefits Reserve		41,900	49,446
265	Miscellaneous Operating Reserves			
Total Operating Reserves			\$ 109,336	\$ 49,446
<b>CONTRIBUTIONS IN AID OF CONSTRUCTION</b>				
271	Contributions in Aid of Construction	F-22	\$ 26,035,036	\$ 26,756,947
272	Accumulated Amortization of Contributions in Aid of Construction	F-22	(10,525,056)	(11,493,433)
Total Net CIAC			\$ 15,509,980	\$ 15,263,514
<b>ACCUMULATED DEFERRED INCOME TAXES</b>				
281	Accumulated Deferred Income Taxes - Accelerated Depreciation		\$	\$
282	Accumulated Deferred Income Taxes - Liberalized Depreciation			
283	Accumulated Deferred Income Taxes - Other		(151,521)	167,660
Total Accumulated Deferred Income Tax			\$ (151,521)	\$ 167,660
<b>TOTAL EQUITY CAPITAL AND LIABILITIES</b>			\$ 62,704,355	\$ 73,004,549

UTILITY NAME: AQUA UTILITES FLORIDA, INC.

**YEAR OF REPORT**  
December 31, 2006

**COMPARATIVE OPERATING STATEMENT**

ACCT. NO. (a)	ACCOUNT NAME (b)	REF. PAGE (c)	PREVIOUS YEAR (d)	CURRENT YEAR • (e)
<b>UTILITY OPERATING INCOME</b>				
400	Operating Revenues	F-3(b)	\$ 15,059,545	\$ 16,529,109
469, 530	Less: Guaranteed Revenue and AFPI	F-3(b)	86,569	28,809
Net Operating Revenues			\$ 14,972,976	\$ 16,500,300
401	Operating Expenses	F-3(b)	\$ 11,664,399	\$ 12,258,916
403	Depreciation Expense:	F-3(b)	\$ 2,721,374	\$ 3,127,811
	Less: Amortization of CIAC	F-22	1,045,432	968,377
Net Depreciation Expense			\$ 1,675,942	\$ 2,159,434
406	Amortization of Utility Plant Acquisition Adjustment	F-3(b)	(85,145)	(396,592)
407	Amortization Expense (Other than CIAC)	F-3(b)	435,724	650,772
408	Taxes Other Than Income	W/S-3	1,291,753	1,509,478
409	Current Income Taxes	W/S-3	(135,023)	30,675
410.10	Deferred Federal Income Taxes	W/S-3	(141,923)	302,516
410.11	Deferred State Income Taxes	W/S-3	77,107	16,634
411.10	Provision for Deferred Income Taxes - Credit	W/S-3	0	0
412.10	Investment Tax Credits Deferred to Future Periods	W/S-3	0	0
412.11	Investment Tax Credits Restored to Operating Income	W/S-3	0	0
Utility Operating Expenses			\$ 14,782,834	\$ 16,531,833
Net Utility Operating Income			\$ 190,142	\$ (31,533)
469, 530	Add Back: Guaranteed Revenue and AFPI	F-3(b)	86,569	28,809
413	Income From Utility Plant Leased to Others		0	0
414	Gains (losses) From Disposition of Utility Property		0	8,884
420	Allowance for Funds Used During Construction		164,086	765,803
Total Utility Operating Income [Enter here and on Page F-3(c)]			\$ 440,797	\$ 771,963

\* For each account,  
Column e should  
agree with Columns  
f, g and h  
on F-3(b)

UTILITY NAME: AQUA UTILITES FLORIDA, INC.

**YEAR OF REPORT**  
December 31, 2006

**COMPARATIVE OPERATING STATEMENT (Cont'd)**

<b>WATER SCHEDULE W-3 *</b> <b>(f)</b>	<b>WASTEWATER SCHEDULE S-3 *</b> <b>(g)</b>	<b>OTHER THAN REPORTING SYSTEMS (h)</b>
\$ <u>5,774,607</u> <u>28,181</u>	\$ <u>2,977,351</u> <u>541</u>	\$ <u>7,777,151</u> <u>87</u>
\$ <u>5,746,426</u>	\$ <u>2,976,810</u>	\$ <u>7,777,064</u>
\$ <u>4,672,913</u>	\$ <u>2,513,462</u>	\$ <u>5,072,541</u>
<u>695,536</u> <u>359,719</u>	<u>556,353</u> <u>320,006</u>	<u>1,875,922</u> <u>288,652</u>
\$ <u>335,817</u>	\$ <u>236,347</u>	\$ <u>1,587,270</u>
<u>(162)</u> <u>0</u> <u>654,199</u> <u>(174,128)</u> <u>56,190</u> <u>803</u> <u>0</u> <u>0</u> <u>0</u>	<u>(281)</u> <u>0</u> <u>183,575</u> <u>1,316</u> <u>0</u> <u>0</u> <u>0</u> <u>0</u> <u>0</u>	<u>(396,149)</u> <u>650,772</u> <u>671,704</u> <u>203,487</u> <u>246,326</u> <u>15,831</u> <u>0</u> <u>0</u> <u>0</u>
\$ <u>5,545,632</u>	\$ <u>2,934,419</u>	\$ <u>8,051,782</u>
\$ <u>200,794</u>	\$ <u>42,391</u>	\$ <u>(274,718)</u>
<u>28,181</u> <u>0</u> <u>8,884</u> <u>66,162</u>	<u>541</u> <u>0</u> <u>0</u> <u>139,044</u>	<u>87</u> <u>0</u> <u>0</u> <u>560,597</u>
\$ <u>304,021</u>	\$ <u>181,976</u>	\$ <u>285,966</u>

\* Total of Schedules W-3 / S-3 for all rate groups.

UTILITY NAME: AQUA UTILITES FLORIDA, INC.

<b>YEAR OF REPORT</b> December 31, 2006
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**COMPARATIVE OPERATING STATEMENT (Cont'd)**

ACCT. NO. (a)	ACCOUNT NAME (b)	REF. PAGE (c)	PREVIOUS YEAR (d)	CURRENT YEAR (e)
Total Utility Operating Income [from page F-3(a)]			\$ 440,797	\$ 771,963
415	OTHER INCOME AND DEDUCTIONS Revenues-Merchandising, Jobbing, and Contract Deductions		\$	\$
416	Costs & Expenses of Merchandising Jobbing, and Contract Work			
419	Interest and Dividend Income		4,711	10,723
421	Nonutility Income		226,294	228,449
426	Miscellaneous Nonutility Expenses		(308,968)	(357,817)
Total Other Income and Deductions			\$ (77,963)	\$ (118,645)
TAXES APPLICABLE TO OTHER INCOME				
408.20	Taxes Other Than Income		\$	\$
409.20	Income Taxes			
410.20	Provision for Deferred Income Taxes			
411.20	Provision for Deferred Income Taxes - Credit			
412.20	Investment Tax Credits - Net			
412.30	Investment Tax Credits Restored to Operating Income			
Total Taxes Applicable To Other Income			\$ 0	\$ 0
INTEREST EXPENSE				
427	Interest Expense	F-19	\$ 175,247	\$ 241,633
428	Amortization of Debt Discount & Expense	F-13	0	0
429	Amortization of Premium on Debt	F-13	0	0
Total Interest Expense			\$ 175,247	\$ 241,633
EXTRAORDINARY ITEMS				
433	Extraordinary Income		\$	\$
434	Extraordinary Deductions			
409.30	Income Taxes, Extraordinary Items			
Total Extraordinary Items			\$ 0	\$ 0
NET INCOME			\$ 187,587	\$ 411,685

Explain Extraordinary Income:

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**Reconciliation of Revenue to  
Regulatory Assessment Fee Revenue  
Water Operations  
Class A & B**

**Company: AQUA UTILITIES FLORIDA, INC.**  
**For the Year Ended December 31, 2006**

**County:**  
**Certificate No.:**

**Polk**  
**587-W**

(a)	(b)	(c)	(d)
Accounts	Gross Water Revenues Per Sch. W-9	Gross Water Revenues Per RAF Return	Difference (b) - (c)
Gross Revenue:			
Unmetered Water Revenues (460)	\$0	\$0	\$0
Total Metered Sales (461.1 - 461.5)	379,751	379,751	0
Total Fire Protection Revenue (462.1 - 462.2)	0	0	0
Other Sales to Public Authorities (464)	0	0	0
Sales to Irrigation Customers (465)	264	264	0
Sales for Resale (466)	0	0	0
Interdepartmental Sales (467)	0	0	0
Total Other Water Revenues (469 - 474)	6,164	6,164	0
<b>Total Water Operating Revenue</b>	<b>\$386,179</b>	<b>\$386,179</b>	<b>\$0</b>
<b>LESS: Expense for Purchased Water from FPSC-Regulated Utility</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Net Water Operating Revenues</b>	<b>\$386,179</b>	<b>\$386,179</b>	<b>\$0</b>

**Explanations:**

This annual report is based on the Respondent's corporate reorganization as approved by Order No. PSC-06-0973-FOF-WS issued November 22, 2006. However, the Respondent's Regulatory Assessment Fee returns for 2006 were based on the the corporate structure prior to the reorganization. If the certificate for these water systems differ on the RAF return, that previous certificate number is indicated on the individual system pages.

Differences are explained on the individual system pages.

**Instructions:**

For the current year, reconcile the gross water revenues reported on Schedule W-9 with the gross water revenues reported on the company's regulatory assessment fee return. Explain any differences reported in column (d).



**Reconciliation of Revenue to  
Regulatory Assessment Fee Revenue  
Water Operations  
Class A & B**

**Company:** AQUA UTILITIES FLORIDA, INC.  
**For the Year Ended December 31, 2006**

**County:** Pasco  
**Certificate No.:** 209-W

(a)	(b)	(c)	(d)
Accounts	Gross Water Revenues Per Sch. W-9	Gross Water Revenues Per RAF Return	Difference (b) - (c)
Gross Revenue:			
Unmetered Water Revenues (460)	\$0	\$0	\$0
Total Metered Sales (461.1 - 461.5)	359,682	359,682	0
Total Fire Protection Revenue (462.1 - 462.2)	0	0	0
Other Sales to Public Authorities (464)	0	0	0
Sales to Irrigation Customers (465)	368	368	0
Sales for Resale (466)	0	0	0
Interdepartmental Sales (467)	0	0	0
Total Other Water Revenues (469 - 474)	4,310	4,310	0
<b>Total Water Operating Revenue</b>	<b>\$364,360</b>	<b>\$364,360</b>	<b>\$0</b>
<b>LESS: Expense for Purchased Water from FPSC-Regulated Utility</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Net Water Operating Revenues</b>	<b>\$364,360</b>	<b>\$364,360</b>	<b>\$0</b>

**Explanations:**

This annual report is based on the Respondent's corporate reorganization as approved by Order No. PSC-06-0973-FOF-WS issued November 22, 2006. However, the Respondent's Regulatory Assessment Fee returns for 2006 were based on the the corporate structure prior to the reorganization. If the certificate for this water system differs on the RAF return, that previous certificate number is indicated below.

**Instructions:**

For the current year, reconcile the gross water revenues reported on Schedule W-9 with the gross water revenues reported on the company's regulatory assessment fee return. Explain any differences reported in column (d).

UTILITY NAME: AQUA UTILITES FLORIDA, INC.

<b>YEAR OF REPORT</b> December 31, 2006
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**SCHEDULE OF YEAR END RATE BASE**

ACCT. NO. (a)	ACCOUNT NAME (b)	REF. PAGE (c)	WATER UTILITY (d)	WASTEWATER UTILITY (e)
101	Utility Plant In Service	F-7	\$ 25,553,758	\$ 19,158,345
	Less:			
	Nonused and Useful Plant (1)			
108	Accumulated Depreciation	F-8	8,220,431	8,008,981
110	Accumulated Amortization	F-8	0	0
271	Contributions in Aid of Construction	F-22	6,201,050	4,556,840
252	Advances for Construction	F-20	0	0
Subtotal			\$ 11,132,277	\$ 6,592,524
272	Add: Accumulated Amortization of Contributions in Aid of Construction	F-22	2,454,660	2,337,855
Subtotal			\$ 13,586,937	\$ 8,930,379
114	Plus or Minus: Acquisition Adjustments (2)	F-7	(623,812)	(1,370,820)
115	Accumulated Amortization of Acquisition Adjustments (2)	F-7	109,066	239,014
	Working Capital Allowance (3)		584,114	314,183
	Other (Specify): _____ _____ _____		_____ _____ _____	_____ _____ _____
RATE BASE			\$ 13,656,305	\$ 8,112,756
NET UTILITY OPERATING INCOME			\$ 200,794	\$ 42,391
ACHIEVED RATE OF RETURN (Operating Income / Rate Base)			<u>1.47%</u>	<u>0.52%</u>

NOTES : The data presented on this page is for Commission regulated systems only.

- (1) Estimate based on the methodology used in the last rate proceeding.
- (2) Include only those Acquisition Adjustments that have been approved by the Commission.
- (3) Calculation consistent with last rate proceeding.  
In absence of a rate proceeding, Class A utilities will use the Balance Sheet Method and Class B Utilities will use the One-eighth Operating and Maintenance Expense Method.

## CURRENT COMPENSATION

### SUMMARY COMPENSATION TABLE

The following Summary Compensation Table shows compensation paid or earned by the Company's Principal Executive Officer, Principal Financial Officer and the next three most highly compensated executive officers of the Company during the fiscal year ended December 31, 2007.

Name and Principal Position	Year	Salary (\$)(1)	Bonus (\$)(1)	Stock Awards (\$)(2)(4)(5)	Option Awards (\$)(3)(6)(7)	Non-Equity Incentive Plan Compensation (\$)(8)	Change in Pension Value and Non-qualified Deferred	All Other Compensation (\$)(10)	Total Compensation (\$)(10)
							Compensation Earnings (\$)(9)		
Nicholas DeBenedictis . . . . .	2007	453,847	—	352,594	391,586	355,446	453,520	82,980	2,089,973
Chief Executive Officer (Principal Executive Officer)	2006	417,120	—	272,610	424,748	346,909	333,285	189,688	1,984,360
David P. Smeltzer . . . . .	2007	236,249	—	114,763	97,348	83,054	64,636	25,156	621,206
Chief Financial Officer (Principal Financial Officer)	2006	217,810	—	102,090	98,386	76,077	54,092	47,549	596,004
Roy H. Stahl . . . . .	2007	259,068	—	123,061	117,987	87,556	140,967	33,019	761,658
Chief Administrative Officer, General Counsel and Secretary	2006	247,167	—	120,880	130,266	96,398	114,803	66,833	776,347
Karl M. Kyriss . . . . .	2007	205,196	—	32,465	70,106	66,503	118,100	17,823	510,193
Regional President - Mid-Atlantic Operations	2006	189,215	—	—	66,505	58,033	83,568	28,273	425,594
Mark J. Kropilak . . . . .	2007	194,582	—	32,465	64,897	51,368	44,644	10,274	398,230
Senior V.P. Corporate Development and Corporate Counsel									

Notes:

- (1) Salary and Non-equity Incentive Plan Compensation amounts include amounts deferred by the individual.
- (2) Amounts for stock awards represent the dollar amount recognized for financial statement reporting purposes for the fair value of stock awards granted in 2007 and 2006 in accordance with SFAS 123R. These amounts reflect the Company's accounting expense for these awards, and do not correspond to the actual value that will be recognized by the named executives. The assumptions used in calculating the fair market value under SFAS 123R are set forth in the Employee Stock and Incentive Plan footnote to the Company's audited financial statements in the Company's Annual Report on Form 10-K.

## NONQUALIFIED DEFERRED COMPENSATION

The following table sets forth information regarding contributions to, earnings on, withdrawals from and balances as of the end of 2007 for our nonqualified Executive Deferral Plan.

### Nonqualified Deferred Compensation

Name	Executive Contributions in Last FY (\$)	Registrant Contributions in Last FY \$(1)	Aggregate Earnings in Last FY \$(2)(3)	Aggregate Withdrawals/ Distributions \$(4)	Aggregate Balance at Last FYE (\$)
N. DeBenedictis .....	—	1,200	158,039	—	1,494,662
D. Smeltzer .....	16,537	1,200	3,277	—	46,354
R. Stahl .....	4,500	1,200	11,225	—	59,382
K. Kyriss .....	—	—	—	—	—
M. Kropilak .....	—	—	—	—	—

Notes:

- (1) Amounts contributed by the Company to the Executive Deferral Plan representing the amount of the Company's Matching Contribution under the Company's 401(k) Plan that could not be contributed to the 401(k) Plan as a result of the Internal Revenue Code restrictions on the amount a participant can contribute as a salary deferral to the plan.
- (2) Amounts deferred accumulate interest at the rate of the prime interest rate plus 1% or may be paid into a flexible premium universal life insurance policy. Any cash value in the life insurance policies may be invested in one or more investment funds offered by the insurance company. Earnings shown in this column include the increase in the cash value of the insurance policy during the year.
- (3) The portion of earnings shown in this column that are included in the Changes in Pension Value and Non-Qualified Deferred Compensation Earnings for the named executive officers in the Summary Compensation Table are: \$78,942 for Mr. DeBenedictis; \$1,182 for Mr. Smeltzer; and \$8,646 for Mr. Stahl.
- (4) Amounts paid from a participant's account to pay the premiums on the participant's life insurance policy under the plan are not considered a withdrawal or distribution. In 2007, these amounts were \$25,000 for Mr. DeBenedictis, and \$4,500 for Mr. Stahl.

Employees with total projected W-2 compensation for 2007 in excess of \$115,000 are eligible to participate in the Company's Executive Deferral Plan for 2008. Participants may defer up to 100% of their salary and 100% of their non-equity incentive compensation under the Company's Annual Cash Incentive Compensation Plan. The participant's account balance is payable at the participant's option either promptly after the participant termination of service with the Company or, if the participant's account balance exceeds \$25,000, in 12 annual installments. The executive officers, including the named executive officers, may not commence the receipt of their account balances for amounts deferred in 2005 or thereafter and the earnings on these deferrals sooner than the first day of the seventh month following the date of the executive's separation from employment. For amounts contributed to the Plan in 2005 and thereafter, the participant must elect the timing for the payment of the account balance for the amounts deferred at the time the deferral election is made.

## POTENTIAL PAYMENTS UPON TERMINATION OR CHANGE-IN-CONTROL

### SEVERANCE AND EMPLOYMENT AGREEMENTS

All salaried employees, including the named executive officers, are covered by our severance policy. The policy provides eligible employees, subject to the terms of the policy, with a severance benefit of two weeks of the employee's weekly base salary per credited year of service if the employee's employment is terminated because the employee's position is discontinued due to business conditions or a reorganization and no comparable employment is available and offered to the employee. The policy provides a minimum severance benefit of four weeks and a maximum benefit of 26 weeks of the employee's base weekly salary at the time of termination and a minimum of

## OPTION EXERCISES AND STOCK VESTED

The following table sets forth (1) the number of shares of Aqua America's Common Stock acquired by the named executive officers in 2007 from the exercise of stock options, (2) the value realized by those officers upon the exercise of those stock options based on the difference between the market price for our Common Stock on the date of exercise and the exercise price for the options, (3) the number of shares of restricted stock previously granted to the named executive officers that vested in 2007, and (4) the value realized by those officers upon the vesting of such shares based on the closing market price for our shares of Common Stock on the vesting date.

### Option Exercises and Stock Vested

Name	Option Awards		Stock Awards	
	Number of Shares Acquired on Exercise (#)	Value Realized on Exercise (\$)	Number of Shares Acquired on Vesting (#)	Value Realized on Vesting (\$)
N. DeBenedictis	6,192	58,716	13,444	305,065
D. Smeltzer	—	—	5,222	118,914
R. Stahl	55,455	806,688	6,334	144,773
K. Kyriss	—	—	—	—
M. Kropilak	10,000	169,575	—	—

## RETIREMENT PLANS AND OTHER POST-EMPLOYMENT BENEFITS

### PENSION BENEFITS

The following table shows the number of years of credited service for the named executive officers under our various retirement plans and the actuarial present value of accumulated benefits under those plans as of December 31, 2007 and any payments made to the named executive officers in 2007 under those plans.

### Pension Benefits

Name	Plan Name	Number of Years of Credited Service (#)	Present Value of Accumulated Benefit (\$)	Payments During Last Fiscal Year (\$)
N. DeBenedictis	Retirement Income Plan for Aqua America, Inc. and Subsidiaries	16	511,409	—
	ERISA Excess Benefits Plan	16	1,636,340	—
	Supplemental Executive Retirement Plan	23	939,640	—
D. Smeltzer	Retirement Income Plan for Aqua America, Inc. and Subsidiaries	22	401,790	—
	ERISA Excess Benefits Plan	22	195,499	—
R. Stahl	Retirement Income Plan for Aqua America, Inc. and Subsidiaries	25	793,313	—
	ERISA Excess Benefits Plan	25	403,385	—
K. Kyriss	Retirement Income Plan for Aqua America, Inc. and Subsidiaries	13	327,647	—
	ERISA Excess Benefits Plan	13	61,717	—
M. Kropilak	Retirement Income Plan for Aqua America, Inc. and Subsidiaries	23	469,434	—
	ERISA Excess Benefits Plan	23	65,285	—

## OUTSTANDING EQUITY AWARDS AT FISCAL YEAR-END

The following table sets forth information on outstanding stock option and restricted stock awards held by the named executive officers at the end of 2007.

### Outstanding Equity Awards At Fiscal Year-End

Name	Option Awards					Stock Awards			
	Number of Securities Underlying Unexercised Options (#)	Number of Securities Underlying Unexercised Options (#)	Equity Incentive Plan Awards: Number of Securities Underlying Unexercised Options (#)	Option Exercise Price (\$)	Option Expiration Date	Number of Shares or Units of Stock That Have Not Vested (#)	Market Value of Shares or Units of Stock That Have Not Vested (\$)	Equity Incentive Plan Awards: Number of Shares, Units or Other Rights That Have Not Vested (#)	Equity Incentive Plan Awards: Market or Payout Value of Unearned Shares, Units or Other Rights That Have Not Vested (\$)
N.DeBenedictis . . .	23,286			\$13.7550	5/5/2013			30,778 (1)	\$652,494
	56,031			\$16.1475	3/1/2014				
	62,222	31,111 (6)		\$18.3338	2/28/2015				
	18,333	36,667 (7)		\$29.4600	3/7/2016				
		55,000 (8)		\$23.2600	2/22/2017				
D.Smeltzer . . . . .	4,483			\$ 7.0425	3/6/2010			10,113 (2)	\$214,396
	12,121			\$11.4600	3/6/2011				
	20,831			\$12.4875	6/17/2012				
	20,831			\$13.7550	5/15/2013				
	20,000			\$16.1475	3/1/2014				
	13,333	6,666 (6)		\$18.3338	2/28/2015				
	4,999	10,001 (7)		\$29.4600	3/7/2016				
		15,000 (8)		\$23.2600	2/22/2017				
R.Stahl . . . . .	13,180			\$11.4600	3/6/2011			10,556 (3)	\$223,787
	29,998			\$12.4875	6/17/2012				
	29,998			\$13.7550	5/15/2013				
	30,000			\$16.1475	3/1/2014				
	17,777	8,889 (6)		\$18.3338	2/28/2015				
	5,666	11,334 (7)		\$29.4600	3/7/2016				
		17,000 (8)		\$23.2600	2/22/2017				
K.Kyriss . . . . .	13,333			\$12.4830	3/3/2013			5,000 (4)	\$106,000
	13,332			\$16.1475	3/1/2014				
	8,888	4,444 (6)		\$18.3338	2/28/2015				
	3,999	8,001 (7)		\$29.4600	3/7/2016				
		10,000 (8)		\$23.2600	2/22/2017				

For 2006, the amount includes: (1) dividends on restricted stock grants pending their vesting or forfeiture of \$12,268 for Mr. DeBenedictis, \$5,241 for Mr. Stahl, \$4,431 for Mr. Smeltzer, and \$0 for Mr. Kyriss; (2) amounts contributed by the Company to the Executive Deferral Plan representing the amount of the Company's Matching Contribution under the Company's 401(k) Plan that could not be contributed to the 401(k) Plan as a result of the Internal Revenue Code restrictions on the amount an participant can contribute as a salary deferral to the plan; (3) dividend equivalents paid to the named executives during the year of \$164,876 to Mr. DeBenedictis, \$53,348 to Mr. Stahl, \$26,113 to Mr. Smeltzer, and \$20,860 to Mr. Kyriss; and (4) Company Matching contributions to the Company's 401(k) plan.

Dividends on shares of restricted stock pending the release of the stock from restrictions are paid to the grantee and these amounts are included in the All Other Compensation column set forth above. Amounts deferred by participants in the Company's Executive Deferral Plan earn interest at the rate of the prime rate plus 1% or may be used to purchase life insurance under a flexible premium universal life insurance policy, with any cash value under such policies being invested in a variety of investment funds offered by the insurance carrier under the policy. The above-market earnings on deferred compensation included in the Change in Pension Value and Non-Qualified Deferred Compensation Earning column are computed based on the basis of increases in the cash value of the insurance policies held under the Plan and the interest earned in any month during which the average interest rate at the prime interest rate plus 1% exceeded 120% of the average of the federal long-term rate for that month.

#### GRANTS OF PLAN-BASED AWARDS

The following table sets forth information regarding equity and non-equity awards granted to the named executive officers in 2007.

#### Grants of Plan-Based Awards

Name	Grant Date	Estimated Future Payouts Under Non-Equity Incentive Plan Awards (1)			Estimated Future Payouts Under Equity Incentive Plan Awards (5)			All Other Stock Awards: Number of Shares of Stock or Units (#)	All Other Option Awards: Number of Securities Underlying Options (#)(6)	Exercise or Base Price of Option Awards (\$/Sh)(7)	Grant Date Fair Value of Stock and Option Awards (\$)(8)
		Threshold (\$)(2)	Target (\$)(3)	Maximum (\$)(4)	Threshold (#)	Target (#)	Maximum (#)				
N. DeBenedictis	2/22/2007	113,925	325,500	610,313	n/a	15,000	n/a	—	55,000	23.26	654,225
D. Smeltzer	2/22/2007	33,880	96,800	181,500	n/a	5,000	n/a	—	15,000	23.26	199,675
R. Stahl	2/22/2007	36,718	104,908	196,702	n/a	5,000	n/a	—	17,000	23.26	210,715
K. Kyriss	2/22/2007	22,050	63,000	118,125	n/a	5,000	n/a	—	10,000	23.26	172,075
M. Kropilak	2/22/2007	20,580	58,800	110,250	n/a	5,000	n/a	—	10,000	23.26	172,075

#### Notes:

- (1) The executive's Non-Equity Incentive Plan Awards are calculated based on the executive's current annual salary multiplied by the executive's target incentive compensation percentage times an Individual Factor times a Company Factor.
- (2) The Threshold Non-Equity Incentive Plan Award is based on the minimum Individual Factor of 70% and the minimum Company Factor of 50%.
- (3) The Target Non-Equity Incentive Plan Award is based on an Individual Factor of 100% and a Company Factor of 100%.
- (4) The Maximum Non-Equity Incentive Plan Award is based on the maximum Individual Factor of 150% and the maximum Company Factor of 125%.
- (5) Equity Incentive Plan Awards are shares of restricted stock. There are no threshold or maximum amounts related to the restricted stock.

## AQUA AMERICA, INC. AND SUBSIDIARIES

### Management's Discussion and Analysis of Financial Condition and Results of Operations (continued)

*(In thousands of dollars, except per share amounts)*

parties). The acquisition provides an expanded platform from which to extend our growth-through-acquisition strategy of acquiring water and wastewater systems that are near or adjacent to our existing service territories. The AquaSource operations are comprised of approximately 600 small systems, which are generally clustered in regions to achieve some level of operating efficiency.

We continue to hold acquisition discussions with several water and wastewater systems. Generally acquisitions are expected to be financed through the issuance of equity (for the acquisition of some investor-owned systems) or funded initially with short-term debt with subsequent repayment from the proceeds of long-term debt or proceeds from equity offerings.

#### **Dispositions**

We routinely review and evaluate areas of our business and operating divisions and over time may sell certain utility systems or portions of systems. In December 2007, we sold a water utility system for net proceeds of \$1,498, which was in excess of the book value for these assets. The proceeds were used to pay-down short-term debt and the sale resulted in the recognition in 2007 of a gain on the sale of these assets, net of expenses, of \$1,095. The gain is reported in the 2007 consolidated statement of income as a reduction to operations and maintenance expense. This water system represented less than 0.1% of Aqua America's total assets.

The City of Fort Wayne, Indiana has authorized the acquisition by eminent domain of the northern portion of the utility system of one of the operating subsidiaries that we acquired in connection with the AquaSource acquisition. We had challenged whether the City was following the correct legal procedures in connection with the City's attempted condemnation, but the State Supreme Court, in an opinion issued in June 2007, supported the City's position. In October 2007, the City's Board of Public Works approved proceeding with its process to condemn the northern portion of our utility system at a preliminary price based on the City's valuation. We filed an appeal with the Allen County Circuit Court challenging the Board of Public Works' valuation on several bases. In November 2007, the City Council authorized the taking of the northern portion of our system and the payment of \$16,911 based on the City's valuation of this portion of our system. In January 2008, we reached a settlement agreement with the City to transition the northern portion of the system in February 2008 upon receipt of the City's initial valuation payment of \$16,911. The settlement agreement specifically stated that the final valuation of the portion of our system will be determined through a continuation of the legal proceedings that were filed challenging the City's valuation. On February 12, 2008, we turned over the system to the City upon receipt of the initial valuation proceeds. The proceeds received are in excess of the book value of the assets relinquished, and the proceeds were used to pay-down short-term debt. We continue to operate this system for the City under an operating contract for 90 days, with a possible 90 day extension. The northern portion of the system relinquished represents approximately 1% of our total utility customer base.

A sanitary district and a city in two of our operating divisions have also indicated interest in acquisition, by eminent domain or otherwise, of all or a portion of the utility assets of two of our operations. The systems represent approximately 3,000 customers or less than 0.5% of our total utility customer base. We believe that we will be entitled to fair market value for our assets if they are condemned, and that the fair market value will be in excess of the book value for such assets.

In 2004, as a result of the settlement of a condemnation action, one of our operating subsidiaries sold its water utility assets within the municipal boundaries of a city in one of our service territories for net proceeds of approximately \$4,716, which was in excess of the book value for these assets. The proceeds were used to pay-down short-term debt and the sale resulted in the recognition in 2004 of a gain on the sale of these assets, net of expenses, of \$2,342. The gain is reported in the 2004 consolidated statement of income as a reduction to operations and maintenance expense. We continue to operate this water system for the city under a multi-year operating contract that expires in December 2008. These water utility assets represented less than 1% of Aqua America's total assets, and the total number of customers included in the water system sold represented less than 1% of our total utility customer base.

Despite these transactions, our primary strategy continues to be to acquire additional water and wastewater systems, to maintain our existing systems where there is a business or a strategic benefit, and to actively oppose unilateral efforts by municipal governments to acquire any of our operations.



**Main Identity**

**From:** "Frank Reams" <freams@tampabay.rr.com>  
**To:** "Frank Reams" <freams@tampabay.rr.com>  
**Sent:** Monday, July 28, 2008 7:46 AM  
**Attach:** b\_P=uKyoNESOxFerBHBuR8kmpABSSLpUA0iNsQIABjs&T=1d3c617nl%2fX%3d1217245442%2fE%3d95941458%2fR%3dfin%2fK%3d5%2fV%3d2.1%2fW%3dH%2fY%3dY3dY2FJaGVoaW50PSi5NTk0MTQ1OCldGija2VyPSJXVFilGNvbnRibnQ9ImNvbXBvbmVudERBQTj21wb25lbnREVkc7Y29tcG9uZW50TUIEO2NvbXBvbmVudE5ZQTj21wt2fQ%3d-1%2fS%3d1%2fJ%3d8B6CBFD1&U=13falga7s%2fN%3dQVoZDNG\_fyY-%2fC%3d675460.12855556.13122730.1435155%2fD%3dLREC%2fB%3d5411731%2fV%3dWTR  
**Subject:** WTR

**Major Holders**Get Major Holders for:  

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**BREAKDOWN**

% of Shares Held by All Insider  
 and 5% Owners: 1%  
 % of Shares Held by Institutional  
 & Mutual Fund Owners: 48%  
 % of Float Held by Institutional &  
 Mutual Fund Owners: 49%  
 Number of Institutions Holding  
 Shares: 271

**MAJOR DIRECT HOLDERS (FORMS 3 & 4)**

Holder	Shares	Reported
DEBENEDICTIS NICHOLAS	52,778	26-Feb-08
RIEGLER RICHARD	27,646	1-Feb-08
RUBIN ROBERT A	24,026	1-Dec-06
STAHL ROY	15,000	26-Feb-08
SMELTZER DAVID	15,000	26-Feb-08

**TOP INSTITUTIONAL HOLDERS**

Holder	Shares	% Out	Value*	Reported
Pictet Asset Management Ltd	4,653,508	3.48	\$87,392,880	31-Mar-08
Barclays Global Investors UK Holdings Ltd	4,611,147	3.45	\$86,597,340	31-Mar-08
VANGUARD GROUP, INC. (THE)	4,227,295	3.16	\$79,388,600	31-Mar-08
DEUTSCHE BANK AKTIENGESELLSCHAFT	3,159,223	2.36	\$59,330,207	31-Mar-08
KBC Group NV	2,454,329	1.84	\$46,092,298	31-Mar-08
STATE STREET CORPORATION	2,452,502	1.84	\$46,057,987	31-Mar-08
DEPRINCE, RACE & ZOLLO, INC.	2,314,300	1.73	\$43,462,554	31-Mar-08
BANK OF AMERICA CORPORATION	2,036,968	1.52	\$38,254,259	31-Mar-08
TIAA-CREF INVESTMENT MANAGEMENT, LLC	2,021,017	1.51	\$37,954,699	31-Mar-08
Summit Global Management, Inc.	1,699,456	1.27	\$27,140,312	30-Jun-08

**TOP MUTUAL FUND HOLDERS**

Holder	Shares	% Out	Value*	Reported
VANGUARD SMALL-CAP INDEX FUND	1,176,548	.88	\$22,095,571	31-Mar-08
Powershares Exhg Traded Fd- Powershares Water Resources	1,144,962	.86	\$21,101,649	30-Apr-08
MIDCAP SPDR TRUST SERIES I	1,109,396	.83	\$25,161,101	30-Sep-07
VANGUARD TOTAL STOCK MARKET INDEX FUND	947,363	.71	\$17,791,477	31-Mar-08
JANUS GROWTH AND INCOME FUND	943,275	.71	\$17,714,704	31-Mar-08
ROYCE TOTAL RETURN FUND	794,766	.59	\$14,925,705	31-Mar-08
VANGUARD SMALL CAP VALUE INDEX FUND	769,333	.58	\$14,448,073	31-Mar-08

VICTORY PORTFOLIOS-

7/28/2008

VICTORY SPECIAL VALUE FUND	742,300	.56	\$13,680,589	30-Apr-08
Columbia Fds Ser Tr I- Columbia Select Small Cap Fd	700,000	.52	\$13,146,000	31-Mar-08
JENNISON SMALL COMPANY FUND	667,500	.50	\$12,535,650	31-Mar-08

Upon termination for any reason, the participants in our Executive Deferral Plan, including the named executive officers, would be entitled to a distribution of their account balances as set forth in the Nonqualified Deferred Compensation Table on page 28, subject to the restrictions under the Plan described on page 28. The values of these account balances are not included in the tables below. The named executive officers are also eligible for the same death and disability benefits of other eligible salaried employees. These common benefits are not included in the tables below.

Under the terms of our Equity Compensation Plan, upon termination of a grantee's employment as a result of retirement, disability or death, the period during which stock options may be exercised shall not exceed: (i) one year from the date of such termination of employment in the case of death; (ii) two years from the date of such termination in the case of permanent and total disability (within the meaning of Section 22(e)(3) of the Code) or retirement; and (iii) three months from the date of such termination of employment in the case of other disability; provided, however, that in no event shall the period extend beyond the expiration of the option term. To the extent that any option is not otherwise exercisable as of the date on which the grantee ceases to be employed by the Company or any subsidiary, the unexercisable portion of the option shall terminate as of such date. The Compensation Committee, in its sole discretion, may determine that any portion of an option that has not become exercisable as of the date of the grantee's death, termination of employment on account of permanent and total disability or other termination of employment may be exercised by a grantee, or in the case of death, a grantee's legal representative or beneficiary. If a grantee's regular full-time employment terminates prior to the vesting of a restricted stock grant, the restricted stock grant terminates as to all unvested shares. The Compensation Committee may, however, provide for complete or partial exceptions to this requirement as it deems equitable. Except as otherwise determined by the Compensation Committee, in the event of a grantee's termination from regular full-time employment prior to the end of the applicable performance period for a dividend equivalent grant, no payment of any accrued dividend equivalent amount shall be made until the end of the applicable performance period and no payments shall be made to any grantee whose regular full-time employment terminates prior to the end of the applicable performance period for any reason other than retirement, death or total disability.

The total estimated value of the payments that would be triggered by a termination following a change-in-control, a termination other than for cause without a change-in-control, retirement, death or disability for the named executive officers calculated assuming that the triggering event for the payments occurred on December 31, 2007 and assuming a value for our Common Stock as of December 31, 2007 for purposes of valuing the vesting of the equity incentives are as follows:

**Nicholas DeBenedictis**

<b>Payments and Benefits Upon Separation</b>	<b>Change-in-Control \$</b>	<b>Termination \$</b>	<b>Retirement \$</b>	<b>Death \$</b>	<b>Disability \$</b>
<b>Triggered Payments and Benefits</b>					
Severance Payment .....	4,766,372	465,000	—	—	—
Acceleration of option vesting .....	89,170	—	—	—	—
Payment of accrued dividend equivalents .....	285,977	—	154,711	154,744	154,711
Vesting of restricted stock .....	652,494	—	—	—	—
Continuation of welfare benefits .....	47,845	47,845	—	—	—
Use of company car .....	29,325	—	—	—	—
Outplacement services .....	30,000	—	—	—	—
Office support .....	71,029	—	—	—	—
Transfer of life insurance policy .....	300,000	—	—	—	—
<b>Vested Retirement Benefits</b>					
Incremental pension value above that included in the Pension Benefits Table .....	487,462	487,462	487,462	—	467,230
Present value of retiree medical benefits .....	72,869	72,869	72,869	—	72,869
<b>Total .....</b>	<b>6,832,543</b>	<b>1,073,176</b>	<b>715,042</b>	<b>154,744</b>	<b>694,810</b>

**Roy H. Stahl**

<b>Payments and Benefits Upon Separation</b>	<b>Change-in- Control \$</b>	<b>Termination \$</b>	<b>Retirement \$</b>	<b>Death \$</b>	<b>Disability \$</b>
<u>Triggered Payments and Benefits</u>					
Severance Payment .....	1,208,394	131,135	—	—	—
Acceleration of option vesting .....	25,440	—	—	—	—
Payment of accrued dividend equivalents .....	84,930	—	47,379	47,379	47,379
Vesting of restricted stock .....	223,787	—	—	—	—
Continuation of welfare benefits .....	35,544	17,772	—	—	—
Use of company car .....	—	—	—	—	—
Outplacement services .....	15,000	—	—	—	—
<u>Vested Retirement Benefits</u>					
Incremental pension value above that included in the Pension Benefits Table .....	234,746	234,746	234,746	—	11,943
Present value of retiree medical benefits .....	97,949	97,949	97,949	—	97,949
Total .....	1,925,790	481,602	380,074	47,379	157,271

**David P. Smeltzer**

<b>Payments and Benefits Upon Separation</b>	<b>Change-in- Control \$</b>	<b>Termination \$</b>	<b>Retirement \$</b>	<b>Death \$</b>	<b>Disability \$</b>
<u>Triggered Payments and Benefits</u>					
Severance Payment .....	1,020,266	121,000	—	—	—
Acceleration of option vesting .....	19,078	—	—	—	—
Payment of accrued dividend equivalents .....	68,294	—	35,727	35,727	35,727
Vesting of restricted stock .....	214,396	—	—	—	—
Continuation of welfare benefits .....	34,812	17,406	—	—	—
Use of company car .....	—	—	—	—	—
Outplacement services .....	15,000	—	—	—	—
<u>Vested Retirement Benefits</u>					
Incremental pension value above that included in the Pension Benefits Table .....	121,853	121,853	—	—	28,771
Present value of retiree medical benefits .....	—	—	—	—	—
Total .....	1,514,712	260,259	35,727	35,727	64,498

### Karl M. Kyriss

Payments and Benefits Upon Separation	Change-in- Control \$	Termination \$	Retirement \$	Death \$	Disability \$
<u>Triggered Payments and Benefits</u>					
Severance Payment .....	666,377	105,000	—	—	—
Acceleration of option vesting .....	12,719	—	—	—	—
Payment of accrued dividend equivalents .....	48,163	—	24,460	24,460	24,460
Vesting of restricted stock .....	106,000	—	—	—	—
Continuation of welfare benefits .....	27,311	13,656	—	—	—
Use of company car .....	29,325	—	—	—	—
Outplacement services .....	15,000	—	—	—	—
<u>Vested Retirement Benefits</u>					
Incremental pension value above that included in the Pension Benefits Table .....	52,780	52,780	52,780	—	220,634
Present value of retiree medical benefits .....	—	—	—	—	—
Total .....	957,675	171,436	77,240	24,460	245,094

### Mark J. Kropilak

Payments and Benefits Upon Separation	Change-in- Control \$	Termination \$	Retirement \$	Death \$	Disability \$
<u>Triggered Payments and Benefits</u>					
Severance Payment .....	647,800	98,000	—	—	—
Acceleration of option vesting .....	12,719	—	—	—	—
Payment of accrued dividend equivalents .....	45,529	—	24,942	24,942	24,942
Vesting of restricted stock .....	106,000	—	—	—	—
Continuation of welfare benefits .....	34,105	17,053	—	—	—
Use of company car .....	29,325	—	—	—	—
Outplacement services .....	15,000	—	—	—	—
<u>Vested Retirement Benefits</u>					
Incremental pension value above that included in the Pension Benefits Table .....	111,390	111,390	—	—	8,134
Present value of retiree medical benefits .....	—	—	—	—	—
Total .....	901,868	226,443	24,942	24,942	33,076

The amounts shown in the tables above reflect the excess of the value of pension benefits under each of the triggering events over the value included in the Pension Benefits Table on page 25. The total values calculated, prior to the offset for the amount shown in the Pension Benefits Table are calculated as set forth below.

### Termination

Once vested, participants are eligible to receive qualified benefits under the Retirement Plan and nonqualified benefits from ERISA Excess Plan and SERP. Benefits vest upon attaining five years of service. Nonqualified plan benefits for Messrs. DeBenedictis, Kropilak, Kyriss, Smeltzer and Stahl are vested and payable from the Retirement Plan as well as the ERISA Excess Plan. Additionally, Mr. DeBenedictis is eligible and vested in his benefit payable from the SERP.

The full value of the benefits payable due to termination is determined based on the assumed timing and form of the benefits payable as follows: the benefits for Messrs. DeBenedictis, Kyriss and Stahl are payable as an immediate life annuity; and the benefits for Mr. Kropilak and Mr. Smeltzer are payable as a life annuity beginning at age 55. Benefits have been reduced for early commencement by 3% per year of commencement prior to age 65.

TEN YEARS AGO, I WAS PRESIDENT OF ZEPHYRSHORES HOMEOWNERS ASSOC. IT WAS THEN WHEN THERE WAS A SEWAGE TREATMENT PLANT. IT OVERFLOWED WITH RAW SEWAGE INTO OUR STREETS. I CONTACTED "EPA", AND THE SYSTEM WAS SHUT DOWN AND COMPLETELY ELIMINATED! A LIFT STATION WAS INSTALLED.

THE SEWAGE NOW GOES "DIRECTLY TO PASCO COUNTY". THEREFORE WE SHOULD GET REFUNDS ON ALL SEWER CHARGE

ZEPHYRSHORES SHOULD BE "EXCLUDED" FROM AQUAS UNIFORM RATE PROPOSAL.

Zephyrshores

Gus Alexahor  
4625 WINDY LN  
ZEPHYRHILLS, FL. 33541

9-26-08

TEN YEARS AGO, I WAS PRESIDENT OF ZEPHYRSHORES HOMEOWNERS ASSO.. IT WAS THEN WHEN THERE WAS A SEWAGE TREATMENT PLANT. IT OVERFLOWED WITH RAW SEWAGE INTO OUR STREETS. I CONTACTED "EPA", AND THE SYSTEM WAS SHUT DOWN AND COMPLETELY ELIMINATED! A LIFT STATION WAS INSTALLED.

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*Zephyrshores*

*Gus Alexander*  
4625 WINDY LN  
ZEPHYRHILLS, FL. 33541

9-26-08

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ZephyrShores

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4625 WINDY LN  
ZEPHYRHILLS, FL 33541

9-26-08



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Zephyrshores

Gus Alexakos  
4625 WINOY LN  
ZEPHYRHILLS, FL 33541

9-26-08

Zephyrshores

#55  
Gus Alexakos

DOCKET No. 080121 WS

GUS ALEXAKOS  
4625 WINDY LN  
ZEPHYRHILLS, FL 33541-2125

33541+2125 R031

|||||

## 2007 Annual Drinking Water Quality Report

American Condominiums PWSID# FL6515213, Zephyr Shores PWSID# FL6512018

*Este informe contiene información importante sobre la calidad de su agua de beber. Hable con alguien que lo entienda o llame al 877.WTR.AQUA (877.987.2782).*

We're pleased to present to you this year's Annual Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. If you have any questions about this report or concerns about your water utility, please contact us at 877.WTR.AQUA (877.987.2782) or visit us at [www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com).

American Condos is interconnected with our Zephyr Shores water system, and obtains its water from groundwater sources, which come from the Floridan Aquifer. The water is chlorinated for disinfection purposes. The Florida Department of Environmental Protection (DEP) performed a Source Water Assessment on our system. Information provided by this assessment indicated no potential sources of contamination near our wells. The assessment results are available on the DEP Source Water Assessment and Protection Program website at [www.dep.state.fl.us/swapp](http://www.dep.state.fl.us/swapp).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- B) Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- D) Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- E) Radioactive contaminants, which can be naturally occurring or result from oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1.800.426.4791.

### Terms and Abbreviations

**Action Level (AL):** The concentration of a contaminant that, if exceeded, triggers treatment or other requirements.

**Initial Distribution System Evaluation (IDSE):** An important part of the Stage 2 Disinfection Byproducts Rule (DBPR). The IDSE is a one-time study conducted by water systems to identify distribution system locations with high concentrations of trihalomethanes (THMs) and haloacetic acids (HAAs). Water systems will use results from the IDSE, in conjunction with their Stage 1 DBPR compliance monitoring data, to select compliance monitoring locations for the Stage 2 DBPR.

**Maximum Contaminant Level or MCL:** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology. MCLs are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for 70 years to have a one-in-a-million chance of having the described health effect.

**Maximum Contaminant Level Goal or MCLG:** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

**Maximum residual disinfectant level or MRDL:** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

**Maximum residual disinfectant level goal or MRDLG:** The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**N/A:** Not applicable.

**ND:** means not detected and indicates that the substance was not found by laboratory analysis.

**Parts per million (ppm) or Milligrams per liter (mg/l):** one part by weight of analyte to 1 million parts by weight of the water sample.

**Parts per billion (ppb) or Micrograms per liter (µg/l):** one part by weight of analyte to 1 billion parts by weight of the water sample.

**Picocurie per liter (pCi/L):** measure of the radioactivity in water.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about

\* Except as noted, results in the Level Detected column are the highest average at any sampling point or the highest single detected level at a sampling point, depending on sampling frequency.

Sampling point, depending on sampling frequency.							
Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected*	Range of Results	MCLG	MCL	Likely Source of Contamination
Radiological Contaminants- Zephyr Shores							
Alpha emitters (pCi/L)	02/03	N	1.1	N/A	0	15	Erosion of natural deposits
Radium 226 or combined radium (pCi/L)	02/03	N	0.8	N/A	0	5	
Inorganic Contaminants							
Barium (ppm)	07/06	N	0.0098	N/A	2	2	Erosion of natural deposits
Fluoride (ppm)	07/06	N	0.55	N/A	4	4	Erosion of natural deposits; water additive which promotes strong teeth when at optimum levels between 0.7 and 1.3 ppm
Lead- point of entry (ppb)	07/06, 08/06	N	3.8	1.1- 3.8	N/A	15	Erosion of natural deposits; lead pipe, casing, and solder
Sodium (ppm)	07/06	N	21	N/A	N/A	160	Salt water intrusion, leaching from soil

**TTHMs and Stage I Disinfectant/ Disinfection By-Product (D/DBP) Contaminant-** \* For bromate, chloramines, or chlorine, the level detected is the highest running annual average (RAA), computed quarterly, of monthly averages of all samples collected. For haloacetic acids or TTHM, the level detected is the highest RAA, computed quarterly, of quarterly averages of all samples collected if the system is monitoring quarterly or is the average of all samples taken during the year if the system monitors less frequently than quarterly. Range of Results is the range of individual sample results (lowest to highest) for all monitoring locations, including Initial Distribution System Evaluation (IDSE) results as well as Stage 1 compliance results.

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected*	Range of Results	MCLG/ MRDLG	MCL/ MRDL	Likely Source of Contamination
American Condos							
Chlorine (ppm)	2007	N	0.77	0.65- 0.9	MRDLG= 4	MRDL= 4	Water additive used to control microbes
Total Haloacetic Acids (ppb)	09/07	N	19.8	N/A	N/A	60	Byproduct of drinking water disinfection
TTHMs [Total Trihalomethanes] (ppb)	09/07	N	44.3	N/A	N/A	80	
Zephyr Shores							
Chlorine (ppm)	2007	N	0.75	0.55- 0.95	MRDLG= 4	MRDL= 4	Water additive used to control microbes
Total Haloacetic Acids (ppb)	09/07	N	23.2	N/A	N/A	60	Byproduct of drinking water disinfection
TTHMs [Total Trihalomethanes] (ppb)	09/07	N	40.8	N/A	N/A	80	

#### Lead and Copper (Tap Water)

Contaminant and Unit of Measurement	Dates of Sampling (mo./Yr.)	AL Violation Y/N	90 <sup>th</sup> Percentile Result	No. of sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
American Condos							
Copper (ppm)	07/06	N	0.31	0	1.3	1.3	Corrosion of household plumbing
Lead (ppb)	07/06	N	6.9	0	0	15	
Zephyr Shores							
Copper (ppm)	07/06	N	0.7	1	1.3	1.3	Corrosion of household plumbing
Lead (ppb)	07/06	N	6.4	2 (a)	0	15	

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Aqua is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

#### Secondary Contaminants

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Highest Result	Range of Results	MCLG	MCL	Likely Source of Contamination
Iron (ppm)	07/06, 08/06	Y	1.4	0.69- 1.4	N/A	0.3	Natural occurrence from soil leaching

DOCKET No. 080121 WS

**2006 Annual Drinking Water Quality Report**  
**American Condominiums PWSID # 6515213, Zephyr Shores PWSID # FL6512018**

*Este informe contiene información importante sobre la calidad de su agua de beber. Hable con alguien que lo entienda o llame al 877.WTR.AQUA (877.987.2782).*

We're pleased to present to you this year's Annual Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. If you have any questions about this report or concerns about your water utility, please contact us at 877.WTR.AQUA (877.987.2782) or visit us at [www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com).

American Condos is interconnected with our Zephyr Shores water system, and obtains its water from groundwater sources, which come from the Floridian Aquifer. The water is chlorinated for disinfection purposes. The Florida Department of Environmental Protection (DEP) performed a Source Water Assessment on our system. Information provided by this assessment indicated no potential sources of contamination near our wells. The assessment results are available on the DEP Source Water Assessment and Protection Program website at [www.dep.state.fl.us/swapp](http://www.dep.state.fl.us/swapp).

American Condos and Zephyr Shores also purchase water from Pasco County Southeast #1 System, which comes from the Floridian Aquifer as well. This water supply is disinfected with chlorine and caustic soda is added for corrosion control.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- B) Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- D) Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- E) Radioactive contaminants, which can be naturally occurring or result from oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1.800.426.4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the SAFE DRINKING WATER HOTLINE (1.800.426.4791).

**Terms and Abbreviations**

**Action Level (AL):** The concentration of a contaminant that, if exceeded, triggers treatment or other requirements.

**Maximum Contaminant Level or MCL:** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology. MCLs are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for 70 years to have a one-in-a-million chance of having the described health effect.

**Maximum Contaminant Level Goal or MCLG:** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

**Maximum residual disinfectant level or MRDL:** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

**Maximum residual disinfectant level goal or MRDLG:** The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**N/A:** Not applicable

**ND:** means not detected and indicates that the substance was not found by laboratory analysis.

**Parts per million (ppm) or Milligrams per liter (mg/l):** one part by weight of analyte to 1 million parts by weight of the water sample.

**Parts per billion (ppb) or Micrograms per liter (µg/l):** one part by weight of analyte to 1 billion parts by weight of the water sample.

**Picocurie per liter (pCi/L):** measure of the radioactivity in water.

## 2006 ANNUAL DRINKING WATER QUALITY TEST RESULTS

Aqua Utilities Florida routinely monitors for contaminants in your drinking water according to Federal and State laws, rules, and regulations. Except where indicated otherwise, this report is based on the results of our monitoring for the period of January 1 to December 31, 2006 for American Condos PWSID # 6515213 and Zephyr Shores PWSID #6512018. The Environmental Protection Agency (EPA) requires monitoring of over 80 drinking water contaminants. Those contaminants listed in the table below are the only contaminants detected in your drinking water.

\* Except as noted, results in the Level Detected column are the highest average at any sampling point or the highest single detected level at a sampling point, depending on sampling frequency.

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected*	Range of Results	MCLG	MCL	Likely Source of Contamination
<b>Radiological Contaminants- Zephyr Shores</b>							
Alpha emitters (pCi/L)	02/03	N	1.1	N/A	0	15	Erosion of natural deposits
Radium 226 or combined radium (pCi/L)	02/03	N	0.8	N/A	0	5	Erosion of natural deposits
<b>Inorganic Contaminants</b>							
Barium (ppm)	07/06	N	0.0098	N/A	2	2	Erosion of natural deposits
Fluoride (ppm)	07/06	N	0.55	N/A	4	4	Erosion of natural deposits; water additive which promotes strong teeth when at optimum levels between 0.7 and 1.2 ppm
Lead- point of entry (ppb)	08/06	N	3.8	1.1- 3.8	N/A	15	Erosion of natural deposits; lead pipe, casing, and solder
Nitrate (ppm)	07/06	N	0.55	N/A	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium (ppm)	07/06	N	21	N/A	N/A	160	Salt water intrusion, leaching from soil

**TTHMs and Stage I Disinfectant/ Disinfection By-Product (D/DBP) Contaminant-** \*For Chlorine, Haloacetic Acids and TTHM the level detected is the highest annual average of the quarterly averages. Range of Results is the range of results (lowest to highest) at individual sampling sites.

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected*	Range of Results	MCLG/ MRDLG	MCL/ MRDL	Likely Source of Contamination
<b>American Condos</b>							
Chloramines (ppm)	2006	N	1.1	1.1- 1.1	MRDLG= 4	MRDL= 4	Water additive used to control microbes
Total Haloacetic Acids (ppb)	09/06	N	4.48	N/A	N/A	60	Byproduct of drinking water disinfection
TTHMs (Total Trihalomethanes) (ppb)	07/06, 09/06	N	40.2	20.49- 40.2	N/A	80	Byproduct of drinking water chlorination
<b>Zephyr Shores</b>							
Chloramines (ppm)	2006	N	1.0	0.65- 1.3	MRDLG= 4	MRDL= 4	Water additive used to control microbes
Total Haloacetic Acids (ppb)	08/06	N	10.9	N/A	N/A	60	Byproduct of drinking water disinfection
TTHMs (Total Trihalomethanes) (ppb)	07/06	N	30.07	N/A	N/A	80	Byproduct of drinking water chlorination

### Lead and Copper (Tap Water)

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	AL Violation Y/N	90 <sup>th</sup> Percentile Result	No. of sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
<b>American Condos</b>							
Copper (ppm)	07/06	N	0.31	0	1.3	1.3	Corrosion of household plumbing
Lead (ppb)	07/06	N	6.9	0	0	15	Corrosion of household plumbing
<b>Zephyr Shores</b>							
Copper (ppm)	07/06	N	0.7	1	1.3	1.3	Corrosion of household plumbing
Lead (ppb)	07/06	N	6.4	2 (a)	0	15	Corrosion of household plumbing

(a) Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the Safe Drinking Water Hotline at 800.426.4791.

**FLORIDA PUBLIC SERVICE COMMISSION**

DOCKET NO. 08021-W EXHIBIT 56

COMPANY Alexakos, Gus - Late filed

WITNESS (DVP) See Document No. 10345-08

DATE 09/26/08

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 080121-W5 EXHIBIT 57

COMPANY Mark Rouhana - Citizen of Jasmine Lake

WITNESS Bill Information

DATE 09/26/08





Service To:  
**MARC G. ROUHANA**  
7602 SCOTTIE DR  
PORT RICHEY, FL 34668-3261

Account Number  
**000907932 0650173**  
JASMINE LAKES

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

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

Questions about your water/sewer service?... Contact us before the due date.  
Bill Date                      Total Amount Due                      Due Date  
**September 17, 2008 \$ 410.25                      October 09, 2008**

### Meter Data

	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
New Meter	56621023	5/8	09/08/08	3	Actual	3100 → 1593	3,000	Gallons
			09/05/08		Actual	100		
Old Meter	93719342	5/8	09/05/08	21	Actual	805900	8,600	Gallons
			08/15/08		Actual	797300		
*We have exchanged your meter during this billing period.								
Average Daily Usage = 483 Gallons			Total Days: 24		Total Usage:		11,600	Gallons

### Billing Detail

Amount Owed from Last Bill ..... \$ 322.81  
Total Payments Received ..... 0.00  
**Balance ..... 322.81**  
Water Base Facility Charge ..... 7.54  
11,600 gallons @ \$0.00322 per gallon ..... 37.35  
Current Water Charges ..... 44.89  
Sewer Base Facility Charge Sewer at Old Rate ..... 4.10  
2,200 gallons @ \$0.0028 per gallon ..... 6.16  
Next 3,117 gallons @ \$0.00 per gallon ..... 0.00  
Current Sewer Charges At Old Rate ..... 10.26

Sewer Base Facility Charge Sewer at Current Rate 8.63  
Next 2,600 gallons @ \$0.005 per gallon ..... 13.00  
Next 3,683 gallons @ \$0.00 per gallon ..... 0.00  
Current Sewer Charges at Current Rate ..... 21.63  
Current Sewer Charges ..... 31.89  
Garbage ..... 8.74  
Street Lighting ..... 1.92  
**Amount Due 10/09/08 ..... \$ 410.25**

### Message Center

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

1336574

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

FL6512070

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

Service To:  
**MARC G. ROUHANA**  
7602 SCOTTIE DR  
PORT RICHEY, FL 34668-3261

## AQUA Water/Sewer Bill

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

Account Number  
**000907932 0650173**  
Total Amount Due                      Due Date  
**\$ 410.25                      October 09, 2008**  
Amount Enclosed

Seq=1 Cyc= 1up=642615

0650173

MARC G. ROUHANA  
588 HOLLOWTREE PL  
TARPON SPRINGS FL 34688-7260



\$

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

00090793206501730000000410256





Service To:  
**MARC G. ROUHANA**  
7602 SCOTTIE DR  
PORT RICHEY, FL 34668-3261

#57

Account Number  
**000907932 0650173**  
JASMINE LAKES

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

Tel: **877.987.2782**

Fax: **866.780.8292**

e Mail: **custserv@aquaamerica.com**

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

Bill Date

**August 20, 2008**

Total Amount Due

**\$ 322.81**

Due Date

**September 12, 2008**

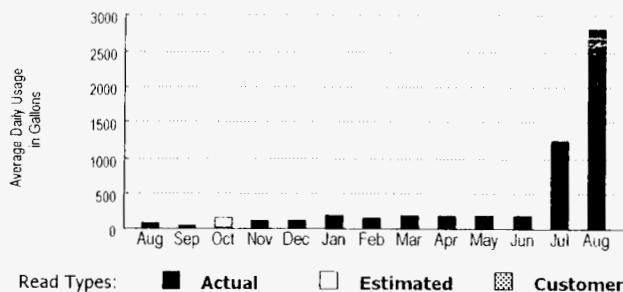
### Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
93719342	5/8	08/15/08	30	Actual	797300	84,500	Gallons
		07/16/08		Actual	712800		
Average Daily Usage = 2,816 Gallons		Total Days:	30	Total Usage:		84,500	Gallons

### Billing Detail

Amount Owed from Last Bill .....	\$ 166.96
Total Payments Received .....	166.96
<b>Balance .....</b>	<b>0.00</b>
Water Base Facility Charge .....	9.42
84,500 gallons @ \$0.00322 per gallon .....	272.09
Current Water Charges .....	281.51
Sewer Base Facility Charge .....	11.17
6,000 gallons @ \$0.0028 per gallon .....	16.80
Next 78,500 gallons @ \$0.00 per gallon .....	0.00
Current Sewer Charges .....	27.97
Garbage .....	10.93
Street Lighting .....	2.40
<b>Amount Due 09/12/08 .....</b>	<b>\$ 322.81</b>

### Water Usage History



### Message Center

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

1336574

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

FL6512070

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

Service To:

**MARC G. ROUHANA**  
7602 SCOTTIE DR  
PORT RICHEY, FL 34668-3261

## AQUA Water/Sewer Bill

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

Account Number

**000907932 0650173**

Total Amount Due

**\$ 322.81**

Due Date

**September 12, 2008**

Amount Enclosed

\$ | | | | | | | | | |

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

Seq=340/4 Cyc=33PF 1up=634250

0650173

\*\*\*\*\*AUTO\*\*MIXED AADC 189 C 104 P 168

MARC G. ROUHANA  
588 HOLLOWTREE PL  
TARPON SPRINGS FL 34688-7260

|||||

00090793206501730000000322814





**FLORIDA PUBLIC SERVICE COMMISSION**

DOCKET NO. 080121WS EXHIBIT 58

COMPANY Yubas (Late Filed)

WITNESS 131115

DATE 09-26-08

# 59  
Submitted by  
Marie Wood

## *Petition*

### *Against Proposed Rate Increase*

*To: Public Service Commission*  
*Re: Aqua Utilities of Fla , Inc*

*From: Residents*

*Of Jasmine Lakes Subdivision*

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET NO. 080121-WS EXHIBIT 59  
COMPANY Marie Wood-Citizen of Jamii  
WITNESS Pet. Against Proposed Rate Rate  
DATE Increase 8/26/08

Petition                      Re: Aqua Utilities Fla, Inc.  
From Residents of Jasmine Lakes Subdivision  
Subject: Utility Rate Increase

The people whom have signed the following pages of this petition are opposed to the request for Aqua Utilities Inc., to increase the rate on our monthly utility bills. We CANNOT afford an increase and we feel we are already paying too much. We have had to pay high bills every month and then go BUY drinking water !!!! Some of have had to spend \$40.00 or more for drinking water per month ~~because~~ our water quality is NOT good for consumption. Some families with children have had to SCHEDULE "Shower nites". We cannot do the laundry as needed any more, we can't bathe as often as needed and we are paying so much for water that we can't or don't even use. Example: One family doesn't even bathe at home, or cook to do dishes, goes to the laundramat for the laundry, doesn't water the lawn. Basically just uses the water as bare necessity for the toilet ....AND still pays a monthly bill of \$40.00 per month !!!!! This family also has to buy drinking water at a store every day ! We all oppose the increase ! We beg the Public Service Commission NOT to approve an increase.

Our income doesn't go up when we get all these rate increases. Some of us have incomes of approximately \$650. per month.

Boiling the water, still leaves residue in our pots. The pots sometime turn colors after boiling water.

Our toilets get brown water stains when the water sits. From the tank we get stains from the water flushing.

Our WATER is very Necessary - Not A Luxury.  
We can't even give it to our animals!

**Petition      Re: Aqua Utilities of Fla , Inc**

**Name**

**Address**

**Phone#**

Judy Marias

18534 Hibiscus Dr.

Ron Marias

Same

Rhea Neathery

10530 Hibiscus Dr. 34668

**Petition      Re: Aqua Utilities of Fla , Inc**

**Name**

**Address**

**Phone#**

Mildred Sigler      7138 Arbutus

862-7859



# Petition Re: Aqua Utilities of Fla, Inc

Name	Address	Phone#
Deborah Kern	10702 Laburnum Dr	862 4074
Guy Ruyrodt	10337 Link Sea Ct	916 8380
Jurgens Andersen	10113 Orchid Dr.	857-3520
KENNY SMITH	10221 HICKORY HILL DR.	862 3594
Joanne Wilder	9828 San Mateo Way	816-3914
Raymond A. Rebensky J.	10804 Corinth St.	863-2706
NANDRAM DASS	7427 Jasmine Bl. Port Richey FL.	712-7428
George Gierini	10437 RATTIA DR Port Richey FL.	863 8974
Donald Walter	10511 RATTIA DR Ft. Richey	860-4102
<del>John Ely</del>	20321 Garden Lane N. Port Richey	860-8041
Andrew Bloszyk	7755 Camino Drive	727-819-162
Linka Lauer	Green St Port Richey FL	277-3454
Paul Kane	7517 Brunswick Dr	862-7234
Mike Callahan	7121 Bouverie Ave	862-3075
Yvonne Malpas	10608 Agate Ct.	863-3611
Chad Hart	3532 Devo Dr	
<del>Ala Castro</del>	10615 Okanby Dr	868-3505
Jeannie Martin	10530 Azalea Dr PR	862-2660
Thom Saw	10335 Grapefruit Dr.	379-6551

# Petition - Agua Utilities Fla. Inc.

Name

Address

Phone#

Glenda Montesinos

7129 Tudor Lane

868-4631

Angela Velez

7300 Baugenville dr.

326-5348

Soliana Raske

"

326-4008

Lillian Edmonds

10705 Oak Hill dr

861-8988

Gary Bowen

7734 Tropicana dr

525-6044

Larry Styron + Jessica Kane

8605 Lotus DR.

329-3133

Abela Jimenez

7116 Menarda Dr

809-0646

NANCY King

7300 Baugenville

827-271-8

Ring Hobbs

7111 Meli Court

352 302 4644

Tina Plantamura

7919 watwood DR.

378-5520

Ninfa Fuentes

7015 Briarwood DR

859-3139 -

Debra LaBolt

10707 Raffia D.R.


697-0543

Jessie Martini

10330 Azalea

862 2020

# Petition Re: Aqua Utilities of Fla, Inc

Name	Address	Phone#
Shannon Nestrud	7033 Bougenville Dr.	127, 656-5354
Ryan Nestrud	7033 Bougenville Dr.	727 656-5311
B. TACO	?	727- 288-3941
Valerie Jaycox	11130 Tatt Dr.	127 863-6777
Maigre Potkier	7117 Tudor Ln	861-1093
 ED FRIEBE	10322 Hickory Hill Dr	865-5051
Don B Howard	7735 Breck Rd.	568-4333
Patricia Ann Potus	10834 Premier Ave	534-0178
Suzanne Grace	10302 Orchid Pl	614-361-6911
Patricia Turner	10407 Oleander Dr	(727) 851- 2
Melanie Verby	7300 Orange Blossom Ave	727-3894836
NANCY LUMAN	7300 Orange Blossom Ave	727-564-3589
Ryan Thema	?	?
Mike Attobelli	10336 Ducklebury	727 5643524
Fred Seel	7804 Topay Ln	217-2675404
Myron Boszyn	813 Palmetto St.	
Mike Genovese	7735 CANNA DR.	
Donna PopADIANA	8014 Jasmine Blvd	
Andrew Blaszyk	7735 CANNA DR.	

# Petition Re: Aqua Utilities of Fla, Inc

Name	Address	Phone#
Marie Wood	7056 Bougenville Dr.	863-6497
<del>Red Wood</del>	7026 Bougenville Dr	863-6497
Kela Bischoff	10604, Dover Dr PR-34668	869-9262
Tammi Nagle	10221 Gardenia LN	860-5241
MawDee	9121 Chantilly Ln	645-3335
Johnny Bledsoe	7027 Bougenville Pr.	860-5097
Johny Blue		
Maurine Anderson	7020 Bougenville P'	379-6129
Mark Lyle	7103 Bougenville Dr PR 34668	534-3164
Eric Ragan	7103 Bougenville Dr PR 34668	231-9093
Joe Marie Albano	10626 - Oak Hill Dr.	808-9277
Marsha DiVincio	10337 Oleander Dr. R. 34668	862-3190
Isabel R Angelini	10314 Pastel Lane P.R. 34668	869-2829
Sally J. Suazardo	7329 Tangeho Ave.	862-4198
Joye Drahenst	7332 Tangeho Ave	862-9991
Gene Cote	7310 Bougenville Dr.	863-7807
Eugene Cote	" " "	" " "
Marion Coleman	7414 Cherry Laurel Dr.	868-5307
Frank Scutun	7910 Monarda DR.	862-3825
Ada M. Brown	10117 GARDENIA LN	862-5771

# Petition Re: Aqua Utilities of Fla, Inc

Name	Address	Phone#
KATHA KAGIA	7076 Baggerville Dr.	863-6497
Danny Sherbille	7020 Bousenville Dr	839-4952
Channa Do Ce	7924 Portage Dr	—
Dennis Tole	7974 Portage Dr	—
Mildred Carter	10130 Willow Dr	727-869-8132
Theresa Insalaco	10610 Taburnum Dr	
Lerna Byzantowski	10200 Emmaus Dr	
Margaret Horbach	7611 Bergant Dr.	
Donald Jones	7535 Bergant Dr	863-2543
Carolyn Amicangto	7514 Pineapple Dr	727-857-3559
Blondina Confariti	10111 Oleander Dr.	868-6482
Florence Palmer	10310 Willow Dr	861-3887
Lois Anderson	10309 Gardenia Lane	862-9832
Gale Wayshel	7540 SCOTTIE Dr	863-4784
Paul Steurnazel	10335 Logans Rd.	863-5763
Ida Matursko	7520 Pineapple Ln	863-7438
Frances Gusato	7909 Tropicana	
Imah L. Bora	10831 Willow Dr	862-4487
Frank Longello - Cruz	7412 Lotus Rd.	862-6304

# Petition - Re: Aqua Utilities Fla. Inc.

Name	Address	Phone#
Henry Spenceley	10609 Azalea Dr	862-1915
Jason Irvin	10603 Azalea Dr	727 645373
Carol Stevens	same	727 6453761
Doris Rameel	7029 Jasmine Blvd	<del>863-265</del>
Julio Vazquez	7037 Jasmine Blvd	
Sarah Waddell	10331 Oak Hill Dr.	379-6280
Charles Williams	10401 Linda Ave A.	844-7307
Margaret Travers	10400 Linda Ave A of Port R	(727) 851-3095
Alfonso Gonzalez	10400 Linda Ave A	(727) 959-4508
STANFRAN LITMAN	10331 LITMAN LINDA AVE	697-2889
L. Bott	7237 Jasmine Blvd.	868-1791
Jayne Zuck	10323 Castalie DR	531-9202
Barney Heid	7314 Cherry Lark Dr	534-0268
DANIEL DAVIS	10322 GRAPEFRUIT DR	813 850-5955
Gennaro V. Conte	10329 Grapefruit Dr	863-0445
Darleen Conte	10329 Grapefruit Dr	863-0445
THOMAS RUSSO	10335 GRAPEFRUIT DR	379-6551
CARMELLA RUSSO	10335 GRAPEFRUIT DR	379-6551
BARBARA HOLLINGSWORTH	10335 Grapefruit Dr.	319-6551

# Petition Re: Aqua Utilities Fla. Inc.

Name	Address	Phone#
Louis G Merlin	10404 Grapefruit Dr	868-1867
Gary W Russell	10404 LOQUAT DR	727-385673
Clara Eskin	10403 loquat DR.	860-41693
Shirley ESKIN	10403 loquat drive	860-41693
L. Steiner	10406 Chace Dr.	863-4555
n. Brensinger	10341 Chace DR.	857-3891
K. Oberhauser	10341 Chace DR.	857-3891
Jason Brensinger	10329 Chace DR.	857-3892
Kim McPherson	10329 Chace DR.	857-3892
Clarence Rankin	10403 Chace DR.	863-4982
Betty Rankin	10403 Chace DR.	863-4982
Eva Shiffin	10402 Chace DR.	861-2361
Harry Shiffin	10402 Chace DR.	861-2361
Neil Richardson	10338 Chace DR.	
George D'Andrea	10323 CHOICE DR	868-2017
Sylvia		
I. SZYMANSKI	7410, CHERRY LAUREL DR	869-0396
Belinda Jorhan	7101 Archibute Dr	868-1841
Michael A Carbonel	10538 Azalea Dr	

# Petition - Re: Aqua Utilities Sta. Inc.

Name	Address	Phone#
Susan Williams	10538 Azalea Dr	988 3622
Sandra Hamilton	10614 Azalea Dr.	
Johnell Hankins	10515 Oleander Dr.	862-0564
Wendy Quinn	7517 Jasmine Blvd	869-2165
Don Mac Kenzie	10531 Oleander Dr.	697029
Frank Coff	10532 Oleander DR	868-2052
Isa Schweg	10535 Oleander Dr.	869-0376
Darlene Faddy	10541 Oleander Dr	819 1370
Luisa X Edgar	10615 OLEANDER DR	868-3502
Debra Burton	10616 Oleander Dr.	865 5838
Ruth Thompson	7425 Marechal Ave	424-7107
Mary Deane	7527 Marechal ave	534-1392
Ruth M	7539 Marechal Ave	727 505-4715
Frank McRae	7601 MARECHAL AVE	727-793-8168
David Stenil	7605 MARECHAL AVE	727-863-3028
Milagros Robles	7614 Marechal ave (727)	869-7931
Jose Robles	7614 Marechal ave (727)	869-7931
Roxann Klein	7629 Marechal Ave	813 546-4631
Joseph Webb	7639 Marechal ave	727 868 4620



# Petitors - Re: Aqua Utilities Fla. Inc.

Name	Address	Phone#
MARIA Webb	" " "	" " "
Cynthia Kingley	7705 MARACONIA AVE PR.	727-862-4564
Ray Cui	10638 Hibiscus Dr PR	727-859-5531
John Bell	10638 Hibiscus Dr PR.	727-859-5536
Ramon Rodriguez Jr	7704 Jasmine Blvd	727-863-7275
Angelina Rodriguez	7704 Jasmine Blvd	727-863-7275
Ramon Rodriguez Sr.	7704 Jasmine Blvd	727-863-7275
Melva Cruz	7708 Jasmine Blvd	727-857-408
Kimberly Latsen	10508 OAK HILL DR	727-946-6949
Andrew Blaszczyk	7735 Canna drive	727-819-1600
Michael Genovese	7735 Canna drive	727-221-0814
Donna DiPandrea	7735 Canna drive	727-819-1621
H. Truitt	7741 CANNA DR.	
H.T. Struth	7740 CANNA DR	
Helen Truitt	7740 Canna Drive	
Kara Thorne	7805 Canna DR.	727-726-0428
Peggy Thorne Counts	7815 Canna Dr	
Vincent Romanelli	10505 TITANT AVE	862-2907
Thurall		

# Felton - Re: Aqua Utilities Fla. Inc.

Name	Address	Phone#
Donna Amorgianos	10434 Dianthus Lane port Richey FL.	727 863-9092
Nikitas Amorgianos	10434 Dianthus Lane port Richey FL.	727 863-9092
ROGER SCHOFIELD	7814 JASMINE BLVD	727 901095
Joan Wallenta	7820 Jasmine	802 1089
Donald Taylor	7830 JASMINE	863-1297
Alison Brewer	7834 Jasmine Blvd	<del>727-863-1297</del>
Mark Brewer	" " "	
Sharon Scully	7840 Jasmine Blvd.	727-692- 0038
Elana Lennon	" "	727-868- 4168
Larry Lennon	" "	727-692- 0038
Godfrey Gonzalez	10510 Sweet Lane	727-868-86
Mayra Gonzalez	" " "	"
Christiane Miley	10435 Sweet Lane	727-862-1042
Brenda Ellison	10509 Laburnum	568-8522
Lisa LeClair	7341 Jasmine Blvd	967-4030
Jason LeClair	7341 Jasmine Blvd	967-1246
Matt Olson	7341 Jasmine Blvd	967-4030

# Petition Re: Aqua Utilities of Fla, Inc

Name

Address

Phone#

Lucretia Jones

7403 Tangelo Ave.

Daniel J. Salazar Jr  
Russell Canfield

7417 Tangelo Ave.

7402 Tangelo Ave

727-819-1369

Erin Pickens

10537 Hibiscus Dr.

277-2496  
(727)

Danice A. Adrean

10520 Hibiscus Dr.

(727) 841-2161

Willie G. G. G.

10525 Hibiscus Dr.

727-379-3479

2 Cosmo L. L. L.

7417 Orange Blossom Ave

727-378-4309

Long E. E. E.

7413 Orange Blossom Ave

—

Raymond R. R.

7402 Orange Blossom Ave

—

Gary R. Whiteman

7403 Orange Blossom Ave

727-574-4725

Unelissa S. Whiteman

7403 Orange Blossom Ave

727-574-7738

Heil W. W. W.

7332 Orange Blossom Ave

771-5709

Mary Velez

7328 Orange Blossom Ave

813-468-9023

Ang Velez

7328 Orange Blossom Ave

813-468-9023

John R. R.

7328 Orange Blossom Ave

261-375-4161

—

7328 Orange Blossom Ave

—

—

7307 Orange Blossom Ave

727-271-7515

Robert W. W.

7307 Orange Blossom Ave

813-317-7207

Lee Tyler

7301 Orange Blossom Ave

863-0185

# Petition Re: Aqua Utilities of Fla, Inc

Name	Address	Phone#
Lynda Lou Wittkopp	10531 Azalea Dr, Port Richey, FL	727-868-8692
Elon Dale Wittkopp	10531 Azalea Dr, Port Richey, FL	727-868-8692
Donna Shirley	10521 Azalea Dr. Port Richey	727-557-4559
Theresa Shirley	10521 Azalea Dr Port Richey	727-557-4559
Emilia Mora	10515 AZALEA Dr. Port Richey	727-645-6025
Delia Mora	10515 Azalea Dr. Port Richey	727/231-8324
Athena Weilbacker	10514 Azalea Dr. Port Richey	727-492-9182
Allan Weilbacker	10514 Azalea Dr Pr	11
MARGARET ZILLS	10508 AZALEA DR PR	727-397-3673
RICHARD DUNN	10508 AZALEA DR PR	727-500-4915
HEATHER SMITH	10508 AZALEA DR PR	727-505-7773
NORMA GORDON	7017 JASMIN BLVD	727-457-0072
CARL F GORDON	CARL F GORDON	
JOAN SANTIAGO	7014 JASMIN BLVD	727-457-1925
AL HERRICK	10414 AZALEA DR Richey	727-3152
JAMES RULE	10415 AZALEA DR PORT RICHEY	727-674-8583
Yumiko Rule	10415 Azalea Dr Port Richey	727-364-7233
DORNE MORANO	10411 AZALEA DR Port Richey	727-226-0913
TERESITA TIGLAD	10341 AZALEA DR. P.R.	727-868-5740

# Petition Re: Aqua Utilities of Fla, Inc

Name	Address	Phone#
Bonnie J. Arruela	10340 Azalea Dr. P.R.	(727) 364-4497
Daniel Arruela	10340 Azalea Dr. FLA	(727) 237-7730
Jessie W. MARTIN	10330 Azalea Dr. P.R.	(727) 862-2025
SANDRA M. Virtuoso	" " " " "	↓ ↓
CARL VIRTUOSO	" " " " "	↓ ↓
Carlo Virtuoso	" " " " "	862 202
Sam M. Nolas	7037 CHERRY LAUREL	869-1207
ANTHONY TORTORA	7101 CHERRY LAUREL DR	868-8028
WILBUR ADAMS	7102 CHERRY LAUREL DR.	697-2684
ANNA ADAMS	7102 CHERRY LAUREL DR.	697-2684
Bob Tharp	7130 CHERRY LAUREL	863-2162
Diane Lovely	7203 Cherry Laurel Dr.	862-6067
Eric Grzynekowicz	7203 Cherry Laurel Dr.	862-6067
Nora Robie	7202 Cherry Laurel Dr.	697-3371
William Robie	7202 Cherry Laurel Dr.	697-3371
JACK DIXON	7208 CHERRY LAUREL DR	505-5449
Sam Dixon	10332 WILKINSON DR	505-5449
Nola Dan	10615 AZALEA DR	863-654
Bob MOSS	10615 AZALEA DR.	863-652

# Petition Re: Aqua Utilities of Fla, Inc

Name	Address	Phone#
Andrew Mayer	10431 RAFFIA DR.	727 277-1312
Kum Mayer	10431 RAFFIA DR	727-992-5851
George Gherin	10437 RAFFIA DR	727 863 9974
Ronnie Cooper SR	7740 Talisman dr	(727) 860-4184
Ron Cooper SR	7740 Talisman dr	(727) 860-4184
Ellen Cooper	7740 Talisman dr	(727) 860-4184
Patrick Cooper	7740 Talisman dr	(727) 860-4184
Elesha Bryan	7740 Talisman dr	(727) 860-4184
JAMES WRIGHT	10436 RAFFIA DR	(725) 720-4316
Chuan	10437 Talisman	727 192 5883
J. Steinberg	10505 Raffia	862-2178
W. King	10516 Raffia	<del>860-4102</del>
Int'l. [unclear]	10517 Raffia dr.	860 4102
Chris Marcelin	10517 Raffia dr.	727 364-6331
Matthew Hansen	10511 Raffia dr	860-4102
James Lawrence	10511 Raffia Dr.	860-4102
Denise Hansen	10511 Raffia Dr.	860-4102
Stephanie Hansen	10511 Raffia Dr.	860-4102
Rob Spong	10521 Raffia Dr.	727-272-449
Trek Spong	10521 Raffia Dr.	727-272-449

# Petition Agua Utilities Sta. Inc.

Name	Address	Phone#
Crystal Reposa	10612 Devco Dr.	863-5100
Jack Stepka	10606 Devco Dr.	243-5288
Chris Roberts	10608 Devco Dr.	869-2400
Claudette Brooks	7040 Cherry Laurel Dr	534-3868
Deb Schaefer	15309 Addison Dr	727-64586
Ed Purpus	7621 Briarwood Rd.	727-667- <sup>25</sup> / <sub>52</sub>
John Parker	10658 Raffia Dr	645-3308
Verna Barst	10205 Oleander Dr.	819-9097
Cherry Hurst	7037 Bougenville dr.	862-4329
Daniel Anderson	10133 Orchid dr.	857-3510
Vito Cicoria	10633 RAFFIA DR.	862-7359
Art Pale	7402 Bougenville	326-4282
<del>Paula Bazzano</del>	6103 Salix Ln	697-3073
James Junior	7624 LAMINE Blvd	868-4019
<del>Paula Bazzano</del>	10530 ADDISON DR	379-3032
Deborah Stevens	10603 Azalea Dr.	645 3858
John Hottman	11127 Island Pine dr <sup>P.R.</sup> 3460	992-3460
Jim Kossakowski	10524 Horisew Dr	326-7836
Jim Brooks	10603 Addison DR	1-978 995-1340
Charice Dale	7521 Lancelot Rd	1-516-428-6246

# Petition Re: Aqua Utilities of Fla, Inc

Name	Address	Phone#
Angel Spong	10521 Raffia DR.	727-277-2149
Amanda Spong	10521 Raffia DR.	727-277-214
Dawn Hillman	10527 Raffia DR	727-697-381
Borgess C. Gillman	10527 Raffia Dr	727-697-3511
DAWN MERTES	10527 RAFFIA DR	727-697-3811
YEVgeniy Volchanskii	10528 RAFFIA DR	727-744-855
TATIANA Volchanskaya	10528 RAFFIA DR	727-744-8550
Barbara Elougherty	10533 Raffia Dr	(727)
Bochelo Mikowski	10537 Raffia Dr	863-6982
Mike Mikowski	10537 Raffia Dr.	" "
Matthew Vies	7310 Tangelo Ave.	727 364-4692
Frank Contrino	7316 TANGLO	861-784
Shirley Moreno	7311 Tangelo	8686033
Timothy Hutter	7317 Tangelo	352 727325
Timothy Hutter	7322 TANGLO	727 364 55
ASA	7323 Tangelo Ave	727 967 556
Kristen Smith	7323 Tangelo Ave.	(727) 967-556
Juan S. F. Saly J. Cuajardo	7329 Tangelo	727-862-1991
JAY SPAHN	7406 TANGLO AVE	272 277 8407



**FLORIDA PUBLIC SERVICE COMMISSION**

DOCKET NO. 080121-w EXHIBIT 60

COMPANY Nancy Hetherington - Citizen of New

WITNESS Composite Letters Port Richey

DATE 09/26/88

# 66

Lisa Polak Edgar, Chairman  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Sept. 10, 2007

Dear Chairman Edgar:

The following Petitions have been signed by long standing members of Pasco County. We are protesting the planned, water and wastewater increase proposed by, AQUA UTILITIES FLORIDA, INC. We ask the PSC Commissioners to take into consideration the hardship these increases put on the middle class retirees, as well as the low wage earners, living in Pasco County, and, other Counties in Florida. We ask our Commissioners to please help us, before more of our homes, have to be put up for sale. Thank you.

Respectfully,

*Nancy Hetherington*

Nancy Hetherington  
7909 Judith Crescent  
Port Richey, Florida. 34668

Find Copy of Petition  
By ms. Hetherington

in 060368-W/S #12  
#63

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

STATE OF FLORIDA



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

## Public Service Commission

September 18, 2007

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

Dear Ms. Hetherington:

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

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

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

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

Ms. Nancy Hetherington  
Page 2  
September 18, 2007

If you have any questions or other concerns about Aqua, please call me at (850) 413-6642. Thank you again for your correspondence.

Sincerely

A handwritten signature in black ink, appearing to read 'Cheryl R. Bulecza-Banks', written over a horizontal line.

Cheryl R. Bulecza-Banks  
Chief, Bureau of Rate Filings,  
Surveillance, Finance & Tax

CRBB:slc

cc: Chairman Lisa Polak Edgar  
Marshall Willis, Assistant Director, Division of Economic Regulation  
Troy Rendell, Supervisor, Division of Economic Regulation  
Office of Commission Clerk (Docket No. 060368-WS)  
Steve Reilly, Office of Public Counsel  
Kenneth Hoffman, Attorney, Rutledge, Ecenia, Purnell & Hoffman

**FLORIDA PUBLIC SERVICE COMMISSION**

DOCKET NO. 080121-ws EXHIBIT 61

COMPANY Stacy Zinsmeister - Citizen of Ft. Richey

WITNESS Petitions of Palm Terrace Residents

DATE 09/26/08

Stacy Zimnister # 61

Petition from 50 Point Home Owners

Petition summary and background	This petition is to request the commission to deny the rate increase proposed by Aqua Utilities because of the poor water quality ,serious lack of costumer service , improper estimated and actual readings and the high rates that we are already being charged.
Action petitioned for	To the Chairman of Florida Public Service Commission .We, the undersigned, are concerned citizens who urge our leaders to act now to stop the rate increase proposed by Aqua Utilities

Printed Name	Signature	Address	Comment	Date
Kerni Bethel	Kerni Bethel	7641 Judith Crescent		9/25/08
LEONILDA DE FINA	Leonilda De Fina	7700 Judith Crescent		9/25/08
Cindy Macey	Cindy Macey	7640 Judith Crescent		9/25/08
RALPH ZANELLO	Ralph R. Zanello	7634 JUDITH CRESCENT		9/25/08
Jeff Merry	Jeff Merry	7630 Judith Crescent		9-25-08
Gregory Balestreri	Gregory Balestreri	7610 Judith Crescent	it <del>is</del>	9-25-08
Frank Zill	FRANKIE ZEPILLO	7604 JUDITH CRESCENT		9-25-08
Ed Miller	Ed Miller	7540 Judith Crescent		9-25-08
Carol Shani	Carol Shani	7520 Judith Crescent		9/25/08
Don Van der Graaf	Don Van der Graaf	7514 Judith Cres.		9/25/08
Bob Buttle	Bob Buttle	7510 Judith Cres		9/25/08
Rana Bellavance	Rana Bellavance	7505 Judith Crescent		9/25/08

Printed Name	Signature	Address	Comment	Date
STAN VERDIER	Stan Verdin	7906 Ilex Dr.		9-25-08
Autumn Agnello	Autumn J. Agnello	7814 Hawthorn		9-25-08
Nick Agnello	Nick Agnello	7814 Hawthorn Dr.		9-25-08
Chris Franke	Chris Franke	7615 Ironbark Dr.		9-25-08
Surlie Masok	Surlie Masok	7831 Hawthorn Dr.		9/25/08
Arlene Weick	Arlene Weick	7811 Ironbark Dr.		9/25/08
Carol BALTIA	Carol Baltia	7915 Hawthorn Drive		9/25/08
FRAN BALTIERA Fran Baltiera	Frances Baltiera	7915 Hawthorn Dr.		9/25/08
CAROLEE LYON	Carolee Lyon	11404 Yellowwood Ln		09-25-08
William R. Lyon	William R. Lyon	11404 Yellowwood Ln		09-25-08
Steve Coddbaum	Steve Coddbaum	11432 Yellowwood Lane		9/25/08
Nancy Hetherington	Nancy Hetherington	7909 Judith Crescent		9/25/08
Wanda Scibisz	WANDA Scibisz	7915 Judith Cr.		9-25-08
ANNA NEWS	Anna News	7610 GREYBIRN TERN		9-25-08
PAT NELSON	Pat Nelson	7740 Ironbark		9-25-08
Kim Buehrig	Kim Buehrig	7830 Hawthorn Dr.		9/25/08

Printed Name	Signature	Address	Comment	Date
FRANK KILFOYLE	Frank Kilfoyle	7500 Judith Crescent		9/25/08
DEBRA CARTER	Debra Carter	7511 Judith Crescent		9/25/08
M. LeFebvre	M. LeFebvre	7704 Judith Crescent		9/25/08
Jason Greep	Jason Greep	7714 Judith Cres.		9/25/08
ANTONIO DOBE	Antonio Dobe	7725 Judith Cres.		9-25-08
Mary Hasemeier	Mary Hasemeier	7724 Judith Cres.		9-25-08
J B Badiant	J B Badiant	7731 " "		9-25-08
KATHY DEAN	K Badiant	7735 " "		9-25
Karen White	Karen White	7810 " "	The bills are high enough.	9-25
Nighela Desjardins	Nighela Desjardins	7809 Judith Crescent		9/25
Patricia Sullivan	Patricia Sullivan	7811 Judith Crescent		9-25
Carleen McIntyre	Carleen McIntyre	7815 Judith Crescent	extremely expensive, poor water quality	9-25-08
Amy Miller	Amy Miller	7814 Judith Crescent	AGAINST THE SOLAR	9-25-08
Stacey Cusumano	Stacey Cusumano	7814 Lincoln Dr	Bill is high enough	9/25/08
Alan Minichino	Alan Minichino	7815 Hawthorn Dr	Bill is high as is	9/25/08
Michelle Thayer	Michelle Thayer	11130 721 Wenden Dr	-60 High!!!	9/25/08



[illegible]

**FLORIDA PUBLIC SERVICE COMMISSION**

DOCKET NO. 080121-WS EXHIBIT 42

COMPANY Cledes Smith-Citizen of Pt. Richey

WITNESS Personal Bills

DATE 09/26/08



Service To:  
**CLEDES SMITH**  
**10835 REXDALE AVE**  
**PORT RICHEY, FL 34668-2550**  
**Lot: 00000053 Block:**

Account Number  
**000883711 0627285**  
 PALM TERRACE

#62

Composite Exhibit

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

Tel: **877.987.2782**  
 Fax: **866.780.8292**

e Mail: **custserv@aquaaamerica.com**

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

Bill Date

Total Amount Due

Due Date

**September 16, 2008 \$ 36.44**

**October 08, 2008**

## Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584769	5/8	09/10/08	33	Actual	14600	300	Gallons
		08/08/08		Actual	14300		
Average Daily Usage = 9 Gallons		Total Days: 33		Total Usage:		300	Gallons

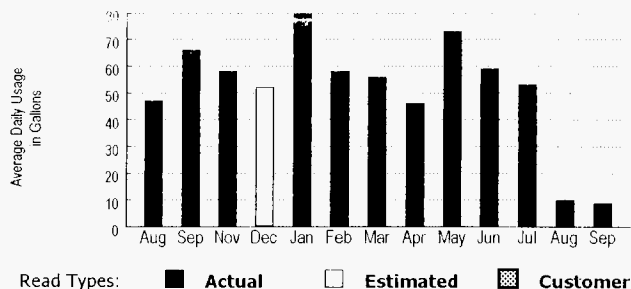
## Billing Detail

Amount Due 10/08/08 .....

**\$ 36.44**

Amount Owed from Last Bill ..... \$ 34.78  
 Total Payments Received ..... 34.78  
**Balance ..... 0.00**  
 Water Base Facility Charge Water at Old Rate ..... 5.91  
 164 gallons @ \$0.00307 per gallon ..... 0.50  
 Current Water Charges At Old Rate ..... 6.41  
 Water Base Facility Charge Water at Current Rate ..... 6.47  
 Next 136 gallons @ \$0.00395 per gallon ..... 0.54  
 Current Water Charges at Current Rate ..... 7.01  
 Current Water Charges ..... 13.42  
 Sewer Base Facility Charge ..... 19.45  
 300 gallons @ \$0.00427 per gallon ..... 1.28  
 Current Sewer Charges ..... 20.73  
 Street Lighting ..... 2.29

## Water Usage History



## Message Center

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

1336429

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

FL6511331

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

## Aqua Water/Sewer Bill

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

Service To:  
**CLEDES SMITH**  
**10835 REXDALE AVE**  
**PORT RICHEY, FL 34668-2550**  
**Lot: 00000053 Block:**

Account Number  
**000883711 0627285**

Amount Withdrawn

Withdrawn On or After

**\$ 36.44**

**October 08, 2008**

## Do Not Pay

Your bill will be paid through ZipCheck  
 Automatic Payment Program.

Seq=29893 Cyc=33P9 1up=642160

0627285

\*\*\*\*\*AUT0\*\*5-DIGIT 34668 C 86 P 109  
 CLEDES SMITH  
 10835 REXDALE AVE  
 PORT RICHEY FL 34668-2550



00088371106272850000000036446



## QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: [custserv@aquaamerica.com](mailto:custserv@aquaamerica.com)

Fax: 866-780-8292

[www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com)

If you have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When writing, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

### EXPLANATION OF TERMS

**Actual (A) Read:** Meter reading obtained by a company employee or one of our automatic meter reading systems.

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**Late Charge:** A penalty on past due balances.

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**Method of Payment:** You can pay your bill by any of the following methods:

**By mail:** Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to us.  
Aqua Utilities Florida: P.O. Box 1229, Newark, NJ 07101-1229. DO NOT SEND CASH.

**By phone:** Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number: 866.269.2906.

**ZipCheck®:** A program in which your payment is automatically deducted from your bank account. You save the cost of postage and using bank checks. Details and applications are available from the company. Please call our Customer Service Department.

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**Return Check Charge:** If for any reason your check is returned to us from the bank, we will add a service charge to your account.

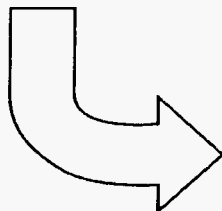
**Sewer Base Facility Charge:** A charge to recover the fixed costs of utility service regardless of usage.

**Utility Tax:** A county service tax.

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

Please tear along the fold and return this portion with your payment.

PLACE THIS STUB SO THAT THE  
NAME "Aqua Utilities Florida"  
SHOWS THROUGH THE WINDOW  
OF THE PAYMENT ENVELOPE.



## Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229





Service To:  
**CLEDES SMITH**  
10835 REXDALE AVE  
PORT RICHEY, FL 34668-2550  
Lot: 00000053 Block:

Account Number  
**000883711 0627285**  
PALM TERRACE

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

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

Questions about your water/sewer service?... Contact us before the due date.  
Bill Date **July 14, 2008** Total Amount Due **\$ 43.94** Due Date **August 05, 2008**

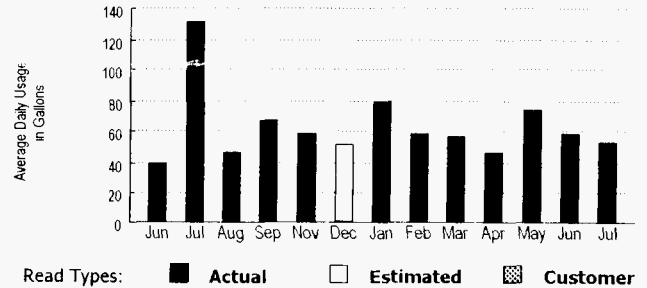
### Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584769	5/8	07/09/08	30	Actual	14000	1,600	Gallons
		06/09/08		Actual	12400		
Average Daily Usage = 53 Gallons		Total Days:	30	Total Usage:		1,600	Gallons

### Billing Detail

Amount Owed from Last Bill ..... \$ 44.32  
Total Payments Received ..... 44.32  
**Balance** ..... **0.00**  
Water Base Facility Charge ..... 10.84 ✓  
1,600 gallons @ \$0.00307 per gallon ..... 4.91  
Current Water Charges ..... 15.75  
Sewer Base Facility Charge ..... 19.45 ✓  
1,600 gallons @ \$0.00427 per gallon ..... 6.83  
Current Sewer Charges ..... 26.28  
Street Lighting ..... 1.91 ✓  
**Amount Due 08/05/08** ..... **\$ 43.94**

### Water Usage History



### Message Center

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

1336429

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

FL6511331

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

Service To:  
**CLEDES SMITH**  
10835 REXDALE AVE  
PORT RICHEY, FL 34668-2550  
Lot: 00000053 Block:

## AQUA Water/Sewer Bill

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

Account Number  
**000883711 0627285**

Amount Withdrawn **\$ 43.94** Withdrawn On or After **August 05, 2008**

### Do Not Pay

Your bill will be paid through ZipCheck  
Automatic Payment Program.

Seq=42277 Cyc=33P9 1up=621867

0627285

\*\*\*\*\*AUT0\*\*5-DIGIT 34668 C 117 P 132  
CLEDES SMITH  
10835 REXDALE AVE  
PORT RICHEY FL 34668-2550



00088371106272850000000043946



## QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

Fax: 866-780-8292

e-mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

[www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com)

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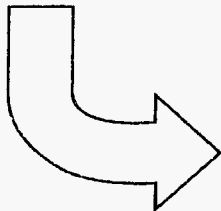
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PLACE THIS STUB SO THAT THE  
NAME "Aqua Utilities Florida"  
SHOWS THROUGH THE WINDOW  
OF THE PAYMENT ENVELOPE.



## Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229





Service To:  
**CLEDES SMITH**  
**10835 REXDALE AVE**  
**PORT RICHEY, FL 34668-2550**  
**Lot: 00000053 Block:**

Account Number  
**000883711 0627285**  
PALM TERRACE

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

Tel: **877.987.2782**  
Fax: **866.780.8292**

e Mail: **custserv@aquaaamerica.com**

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

Bill Date  
**June 17, 2008**

Total Amount Due  
**\$ 44.32**

Due Date  
**July 09, 2008**

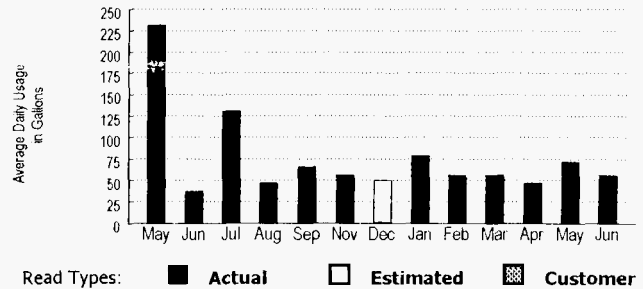
### Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584769	5/8	06/09/08	27	Actual	12400	1,600	Gallons
		05/13/08		Actual	10800		
Average Daily Usage = 59 Gallons		Total Days: 27		Total Usage:		1,600	Gallons

### Billing Detail

Amount Owed from Last Bill .....	\$ 51.47
Total Payments Received .....	51.47
<b>Balance</b> .....	<b>0.00</b>
Water Base Facility Charge .....	10.84
1,600 gallons @ \$.00307 per gallon .....	4.91
Current Water Charges .....	15.75
Sewer Base Facility Charge .....	19.45
1,600 gallons @ \$.00427 per gallon .....	6.83
Current Sewer Charges .....	26.28
Street Lighting .....	2.29
<b>Amount Due 07/09/08</b> .....	<b>\$ 44.32</b>

### Water Usage History



### Message Center

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1336429

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FL6511331

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Keep top portion for your records.

Service To:  
**CLEDES SMITH**  
**10835 REXDALE AVE**  
**PORT RICHEY, FL 34668-2550**  
**Lot: 00000053 Block:**

## AQUA Water/Sewer Bill

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

Account Number  
**000883711 0627285**

Amount Withdrawn  
**\$ 44.32**

Withdrawn On or After  
**July 09, 2008**

### Do Not Pay

Your bill will be paid through ZipCheck  
Automatic Payment Program.

Seq=26185 Cyc=33P9 1up=614470

\*\*\*\*\*AUTO\*\*5-DIGIT 34668 C 72 P 93  
CLEDES SMITH  
10835 REXDALE AVE  
PORT RICHEY FL 34668-2550



00088371106272850000000044320



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Fax: 866-780-8292

e-mail: [custserv@aquaamerica.com](mailto:custserv@aquaamerica.com)

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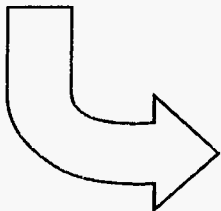
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PLACE THIS STUB SO THAT THE  
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## Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229







Service To:  
**CLEDES SMITH**  
**10835 REXDALE AVE**  
**PORT RICHEY, FL 34668-2550**  
Lot: 00000053 Block:

Account Number  
**000883711 0627285**  
PALM TERRACE

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

Tel: **877.987.2782**

Fax: **866.780.8292**

e Mail: **custserv@aquaaamerica.com**

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

Bill Date

**May 21, 2008**

Total Amount Due

**\$ 51.47**

Due Date

**June 12, 2008**

## Meter Data

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56584769	5/8	05/13/08	34	Actual	10800	2,500	Gallons
		04/09/08		Actual	8300		
Average Daily Usage = 73 Gallons		Total Days: 34		Total Usage: 2,500		Gallons	

## Billing Detail

Amount Owed from Last Bill ..... \$ 42.67  
Total Payments Received ..... 42.67  
**Balance ..... 0.00**  
Water Base Facility Charge Water at Old Rate ..... 2.19  
515 gallons @ \$0.00295 per gallon ..... 1.52  
Current Water Charges At Old Rate ..... 3.71  
Water Base Facility Charge Water at Current Rate ..... 8.61  
Next 1,985 gallons @ \$0.00307 per gallon ..... 6.10  
Current Water Charges at Current Rate ..... 14.71  
Current Water Charges ..... 18.42  
Sewer Base Facility Charge Sewer at Old Rate ..... 3.92  
515 gallons @ \$0.00418 per gallon ..... 2.15  
Current Sewer Charges At Old Rate ..... 6.07

Sewer Base Facility Charge Sewer at Current Rate 15.45  
Next 1,985 gallons @ \$0.00427 per gallon ..... 8.48  
Current Sewer Charges at Current Rate ..... 23.93  
Current Sewer Charges ..... 30.00  
Street Lighting ..... 3.05  
**Amount Due 06/12/08 ..... \$ 51.47**

*Pl. on*  
*June 13, 2008*

## Message Center

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

1336429

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

FL6511331

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

Service To:  
**CLEDES SMITH**  
**10835 REXDALE AVE**  
**PORT RICHEY, FL 34668-2550**  
Lot: 00000053 Block:

## AQUA Water/Sewer Bill

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

Account Number  
**000883711 0627285**

Amount Withdrawn .....  
**\$ 51.47** Withdrawn On or After  
**June 12, 2008**

### Do Not Pay

Your bill will be paid through ZipCheck  
Automatic Payment Program.

Seq=19167 Cyc=33P9 1up=606774

\*\*\*\*\*AUTO\*\*5-DIGIT 34668 C 54 P 74  
CLEDES SMITH  
10835 REXDALE AVE  
PORT RICHEY FL 34668-2550



00088371106272850000000051473



## QUESTIONS ABOUT YOUR BILL ?

Customer Service: 877.WTR.AQUA or 877.987.2782

e-mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

Fax: 866-780-8292

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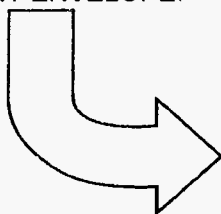
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## Aqua Utilities Florida

P.O. Box 1229

Newark, NJ 07101-1229



JA

Service To:  
**SYLVIA S. LIVADICH**  
**10841 REXDALE AVE**  
**PORT RICHEY, FL 34668-2550**  
**Lot: 00000034 Block:**

Account Number  
**000883740 0627313**  
 PALM TERRACE

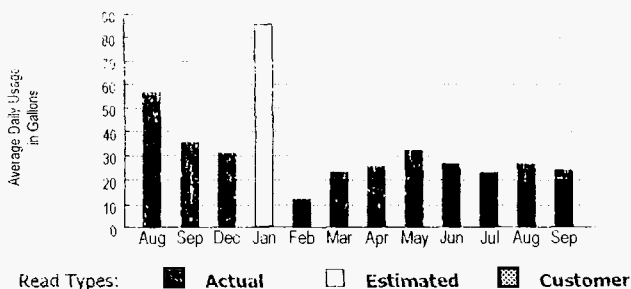
**Florida, Inc.** Tel: **877.987.2782** Questions about your water/sewer service?... Contact us before the due date.  
 Avenue Fax: **866.780.8292** Bill Date Total Amount Due Due Date  
 010-3489 e Mail: **custserv@aquaamerica.com** **September 16, 2008 \$ 78.78** **October 08, 2008**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56575476	5/8	09/10/08	33	Actual	9600	800	Gallons
		08/08/08		Actual	8800		
Usage □ 24 Gallons		Total Days:	33	Total Usage:		800	Gallons

Amount Due 10/08/08 ..... **\$ 78.78**

on Last Bill ..... \$ 38.46  
 eceived..... 0.00  
 ..... **38.46**  
 y Charge Water at Old Rate..... 5.91  
 0.00307 per gallon ..... 1.34  
 arges At Old Rate..... 7.25  
 y Charge Water at Current Rate 6.47  
 @ \$0.00395 per gallon ..... 1.44  
 arges at Current Rate..... 7.91  
 arges..... 15.16  
 ty Charge ..... 19.45  
 0.00427 per gallon ..... 3.42  
 arges..... 22.87  
 ..... 2.29

### Water Usage History



nter

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

### QUESTIONS ABOUT YOUR BILL ?

ce: 877.WTR.AQUA or 877.987.2782

e-mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

Fax: 866-780-8292

[www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com)

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ounty service tax.

**ility Charge:** A charge to recover the fixed costs of utility service regardless of usage.

IA

Service To:  
**SYLVIA S. LIVADICH**  
**10841 REXDALE AVE**  
**PORT RICHEY, FL 34668-2550**  
**Lot: 00000034 Block:**

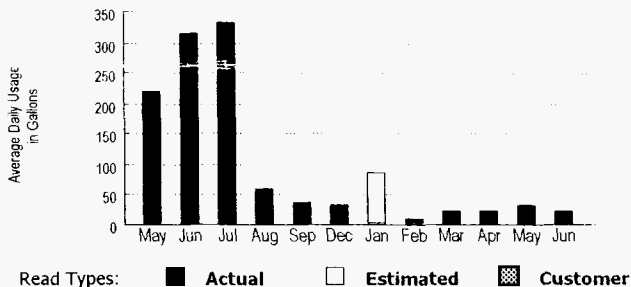
Account Number  
**000883740 0627313**  
 PALM TERRACE

Florida, Inc. Tel: **877.987.2782** Questions about your water/sewer service?... Contact us before the due date.  
 Venue Fax: **866.780.8292** Bill Date Total Amount Due Due Date  
 0-3489 e Mail: **custserv@aquaamerica.com** **June 17, 2008** **\$ 37.72** **July 09, 2008**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56575476	5/8	06/09/08	27	Actual	7300	700	Gallons
		05/13/08		Actual	6600		
Usage = 25 Gallons		Total Days:	27	Total Usage:		700	Gallons

### Water Usage History

Last Bill ..... \$ 40.49  
 Received ..... 40.49  
 ..... 0.00  
 Charge ..... 10.84  
 00307 per gallon ..... 2.15  
 ges ..... 12.99  
 / Charge ..... 19.45  
 00427 per gallon ..... 2.99  
 ges ..... 22.44  
 ..... 2.29  
 /08 ..... \$ 37.72



Water

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

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FL6511331

Return this portion with your payment

Service To:

### QUESTIONS ABOUT YOUR BILL ?

Service: 877.WTR.AQUA or 877.987.2782

e-mail: [custserv@aquaamerica.com](mailto:custserv@aquaamerica.com)

Fax: 866-780-8292

[www.aquautilitiesflorida.com](http://www.aquautilitiesflorida.com)

Have a billing question or complaint, call or write to us before the due date on your bill. You can contact us for a rate schedule which is an explanation of how to verify that your bill is correct or for an explanation of our charges. Our customer service address is listed on the front of the bill. You may also call, fax or e-mail your comments to one of the customer service telephone numbers or at the e-mail address listed above. When you write, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your comment.

### EXPLANATION OF TERMS

**Read:** Meter reading obtained by a company employee or one of our automatic meter reading systems.

**Read:** Meter reading obtained from our customer.

**Identification:** All company employees carry an identification card showing their picture and employee number.

**(E) Bill:** When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a meter reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

**Penalty:** A penalty on past due balances.

**Reading:** We attempt to read the water meter every billing period. We either have our meter reader visit your property or obtain the reading from one of our automatic meter reading systems.

**Payment:** You can pay your bill by any of the following methods.

**Mail:** Place your check or money order in the enclosed pre-addressed envelope. Put a stamp on the envelope and mail it to us.  
Aqua Utilities Florida: P.O. Box 1229, Newark, NJ 07101-1229. DO NOT SEND CASH.

**Phone:** Customers with bank accounts or credit cards may pay their bills over the phone for a fee by calling this toll free number: 866.269.2906.

**Auto Pay:** A program in which your payment is automatically deducted from your bank account. You save the cost of postage and handling fees by using bank checks. Details and applications are available from the company. Please call our Customer Service Department.

**Due Date:** You should pay your bill on or before the due date.

**Service Charge:** If for any reason your check is returned to us from the bank, we will add a service charge to your account.

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

**County Tax:** A county service tax.

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

JA

Service To:  
**SYLVIA S. LIVADICH**  
**10841 REXDALE AVE**  
**PORT RICHEY, FL 34668-2550**  
**Lot: 00000034 Block:**

Account Number

**000883740 0627313**

PALM TERRACE

Florida, Inc.

Tel: **877.987.2782**

Avenue

Fax: **866.780.8292**

10-3489

e Mail: **custserv@aquaaamerica.com**

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

Bill Date

**July 14, 2008**

Total Amount Due

**\$ 37.72**

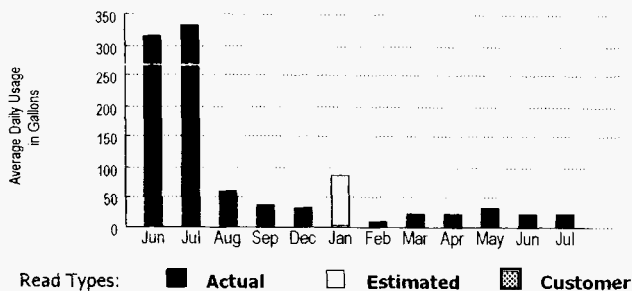
Due Date

**August 05, 2008**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
56575476	5/8	07/09/08	30	Actual	8000	700	Gallons
		06/09/08		Actual	7300		
Usage ■ 23 Gallons		Total Days:	30	Total Usage:		700	Gallons

I

n Last Bill ..... \$ 37.72  
 ceived..... 37.72  
 ..... 0.00  
 y Charge ..... 10.84  
 0.00307 per gallon ..... 2.15  
 rges..... 12.99  
 y Charge ..... 19.45  
 0.00427 per gallon ..... 2.99  
 rges..... 22.44  
 ..... 2.29  
**5/08..... \$ 37.72**

**Water Usage History**

PAID

JULY 21-08

Water

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

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

FL6511331

Return this portion with your payment

Service To:

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### EXPLANATION OF TERMS

**Estimated:** Meter reading obtained by a company employee or one of our automatic meter reading systems.

**Read:** Meter reading obtained from our customer.

**Identification:** All company employees carry an identification card showing their picture and employee number.

**Estimated Bill:** When we are unable to read your meter, we base the bill on your past water use. If you receive an estimated bill, you may have a chance to correct the reading by reading the meter and calling the company with that reading. Note, revised bills will not be issued after the due date of the estimated bill.

**Penalty:** A penalty on past due balances.

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**Due Date:** You should pay your bill on or before the due date.

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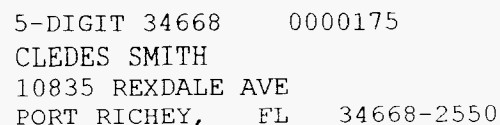
**Facility Charge:** A charge to recover the fixed costs of utility service regardless of usage.

A county service tax.

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



U.S. POSTAGE  
PAID  
PERMIT # 118  
SEPA, 19896



In order to ensure that tap water is safe to drink, the EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The Federal Lead Abatement Act (FBLAA) requires that public water systems that serve at least 15 connections or 15 service lines must install lead service line replacement programs.

Measurement	Sampling (mo./yr.)	Violation Y/N	Detected*	Results	MRDLG	MRDL	Contamination
Chloramines (ppm)	2007	N	1.0	0.4- 3.2	MRDLG= 4	MRDL= 4	Water additive used to control microbes
Total Haloacetic acids (ppb)	07/07	N	11.95	NA	NA	60	Byproduct of drinking water disinfection
TTHMS [Total Trihalomethanes] (ppb)	07/07	N	12.56	NA	NA	80	

Lead and Copper (Tap Water)							
Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	AL Violation Y/N	90 <sup>th</sup> Percentile Result	No. of sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
Copper (ppm)	06/07	N	1.2	1	1.3	1.3	Corrosion of household plumbing
Lead (ppb)	06/07	N	2.4	0	0	15	

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Aqua is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

Our water systems are designed and operated to deliver water to our customers' plumbing systems that complies with state and federal drinking water standards. This water is disinfected using chlorine, but it is not necessarily sterile. Customers' plumbing, including treatment devices, might remove, introduce or increase contaminants in tap water. All customers, and in particular operators of facilities like hotels and institutions serving susceptible populations (like hospitals and nursing homes), should properly operate and maintain the plumbing systems in these facilities. You can obtain additional information from the EPA's Safe Drinking Water Hotline at 800.426.4791.

MCLs are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for 70 years to have a one-in-a-million chance of having the described health effect.

West Pasco County							
Contaminant and Unit of Measurement	Date of Sample (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
* Except as noted, results in the Level Detected column are the highest average at any sampling point or the highest single detected level at a sampling point, depending on sampling frequency.							
<b>Radiological Contaminants</b>							
Gross Alpha (pCi/L)	2007	N	6.6	ND- 6.6	0	15	Erosion of natural deposits
Radium 226+ 228 (pCi/L)	2007	N	1.8	ND- 1.8	0	5	Erosion of natural deposits
Uranium (ug/L)	2007	N	2.85	ND- 2.85	0	30	Erosion of natural deposits
<b>Inorganic Contaminants</b>							
Arsenic (ppb)	03/05	N	3.4	ND- 3.4	NA	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Barium (ppm)	03/05	N	0.024	0.012- 0.024	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Chromium (ppb)	03/05	N	0.64	ND- 0.64	100	100	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Cyanide (ppb)	03/05	N	5.0	3.0- 5.0	200	200	Discharge from steel/metal factories; discharge from plastic and fertilizer factories
Fluoride (ppm)	03/05	N	0.64	ND- 0.64	4	4	Erosion of natural deposits; discharge from fertilizer and aluminum factories. Water additive which promotes strong teeth when at optimum levels between 0.7 and 1.3 ppm
Lead (point of entry)	03/05	N	1.1	ND- 1.1	NA	15	Residue from man-made pollution such as auto emissions and paint; lead pipe, casing, and solder
Nickel (ppb)	03/05	N	2.8	ND- 2.8	NA	100	Pollution from electroplating operations
Nitrate (as Nitrogen) (ppm)	2007	N	3.21	ND- 3.21	10	10	Fertilizers; leaching from septic tanks, sewage; erosion of natural deposits
Selenium (ppb)	03/05	N	4.4	ND- 4.4	50	50	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
Sodium (ppm)	03/05	N	55	7.1- 55	NA	160	Salt water intrusion, leaching from soil
Thallium (ppb)	03/05	N	0.41	ND- 0.41	0.5	2	Leaching from ore-processing sites; discharge from electronics, glass, and drug factories
<b>Synthetic Organic Contaminants</b>							
Dib(2-ethylhexyl)							

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 080121-WS EXHIBIT 63

COMPANY Late Filed petition

WITNESS from Prior Agua Rate Case

DATE 09/26/08

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET NO. 080121-WS EXHIBIT 64  
COMPANY Hammonds  
WITNESS Water Sample  
DATE 09/26/08